NHSP:*Online*
Trust User Guide

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1. Getting Started

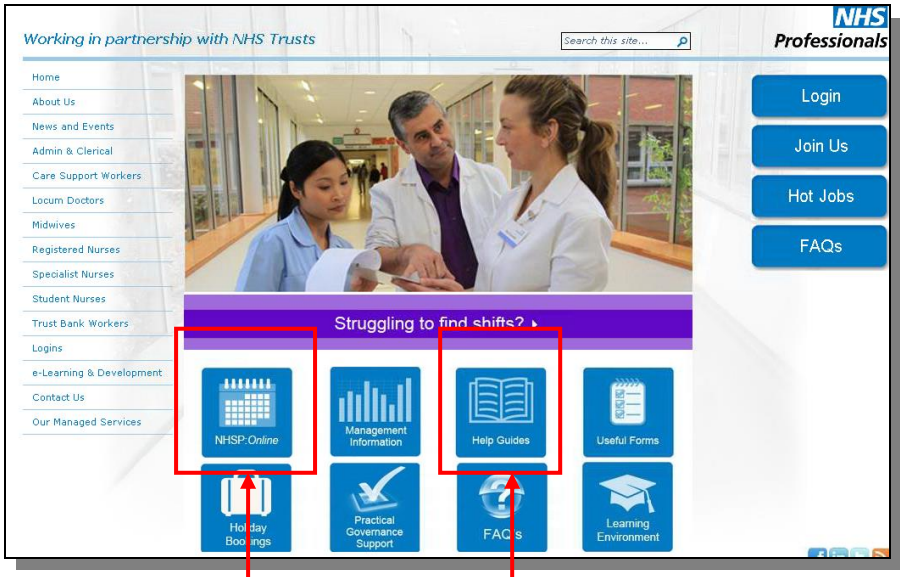
The following guide has been compiled to aid you in your day to day use of NHS Professionals Online, to help with all aspects of bookings, from requesting a request to viewing the booking status for your Ward / Location / Unit.

To gain access to the system you must logon to the NHS Professionals web site, this means you will need to open your Internet Explorer and then enter the NHS Professionals website address into the address bar:

http://www.nhsprofessionals.nhs.uk

On this page click the 'Login' button

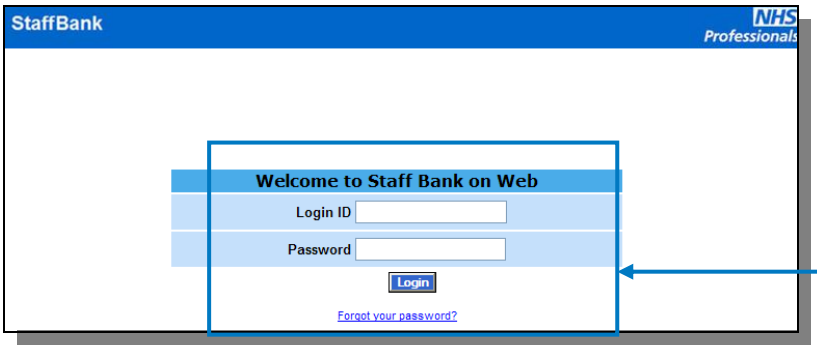
The following page will appear



To login click 'NHSP:*Online*'

There are training resources for the NHSP:*Online* system found in the 'Help Guides' section

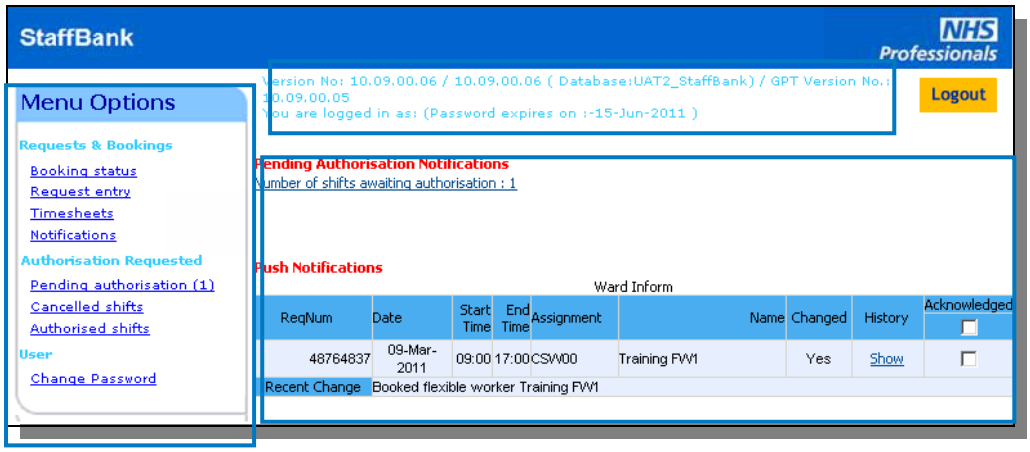
You will now be asked to enter your Login ID and Password.



Enter your login id and password and click the 'Login' button

If you have forgotten your password click on the 'Forgot Password?' link and then follow the section entitled 'Changing or Resetting your Password'

You will now be successfully logged onto NHSP:*Online* and the following page will be displayed:



There are three elements to the page you see in front of you.

Menu Options:

This section of the page will list all the options available to you. The list here will vary dependant on the actions your trust require you to use. For simplicity, this document will discuss all of these options.

Main Frame:

This section of the page is the main area of NHSP:*Online* and is located to the right of the Menu. This section will be the focus of your attention during your usage of NHSP:*Online*.

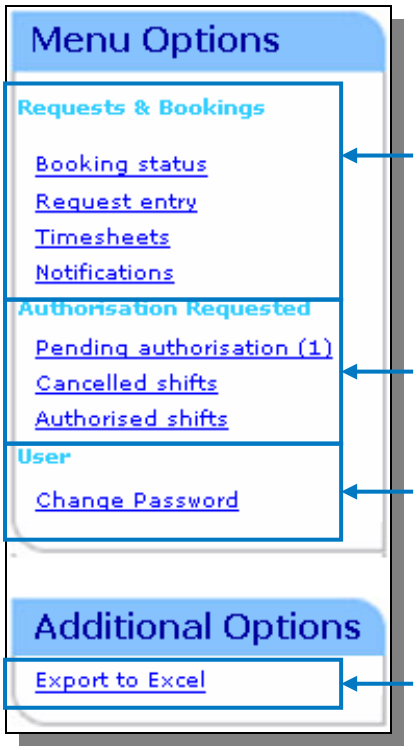
When you log in, this section shows you all the notifications from the 'Notifications' menu option. Notifications are covered in a later section of this manual.

Information Bar:

This section will inform you who is logged in on this session and when your password expires.

2. Menu Options:

On the left hand side of the screen you will see the menu panel below:



Requests & Bookings: These options allow you to view/modify/cancel your bookings, add new shift requests and Authorise Timesheets.

You will also be able to view any modifications to your requests from the 'Notifications' section

Authorisation Requested: In some organisations it may be a requirement that requests have a Two Tier approval process. This section will display options for this if this is the case

User: This section will allow you to change your password.

Additional Options: This option will appear where you have the ability to export the page you are viewing to excel

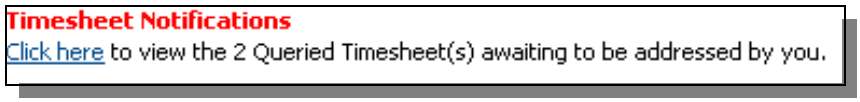
3. Notifications

When logging into the system or clicking on the notifications option in the menu you will see Notifications that NHS Professionals will want you to view and action.

The notifications page will show up to three types of Notifications.

Timesheet Notifications

If you are a timesheet authoriser and a timesheet has been queried by a flexible worker you will see:



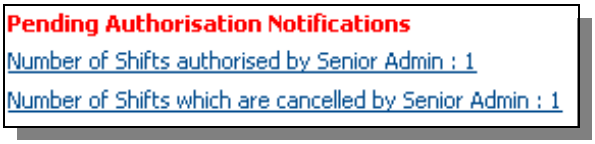
'Click here to view the x queried Timesheet(s) awaiting to be addressed by you.' Click on the click here link and you will be taken to the queried timesheets – Timesheets are covered in section 9 of this manual.

Pending Authorisation Notifications

If a Two Tier authorisation process is being used by your organisation and your are a Request authorising user you will see:

Click on the link to view the requests that are pending authorisation. NHS Professionals cannot action these requests until you have authorised them.

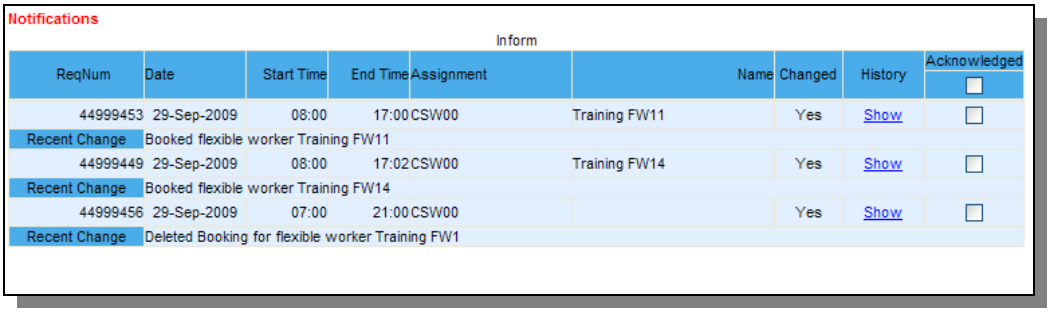
If you are not allowed to authorise requests you may see the following options:


Pending Authorisation Notifications
Number of Shifts authorised by Senior Admin : 1
Number of Shifts which are cancelled by Senior Admin : 1

You will see the number of requests that have been authorised or cancelled by a senior authoriser. If you wish to view these click on the appropriate link.

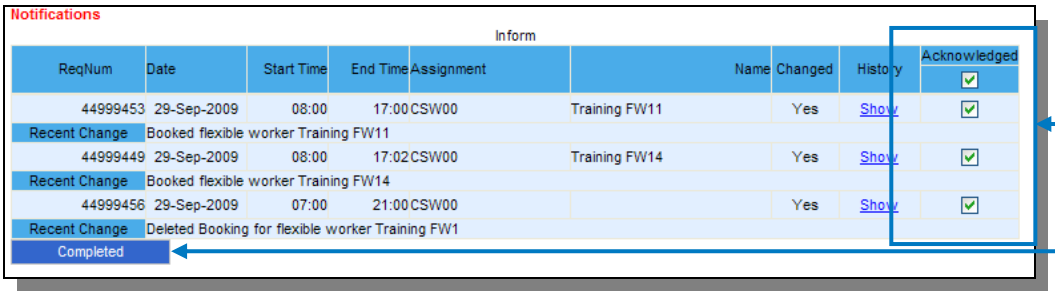
Push (Request) Notifications

The notifications will show you if a request has been changed within 24 hours of the start of the request. Push notifications will only be displayed if they have not already been actioned by either you or the NHS Professionals' Service Centre.


Notifications
Inform
ReqNum Date Start Time End Time Assignment Name Changed History Acknowledged
44999453 29-Sep-2009 08:00 17:00 CSW00 Training FW11 Yes Show
Recent Change Booked flexible worker Training FW11
44999449 29-Sep-2009 08:00 17:02 CSW00 Training FW14 Yes Show
Recent Change Booked flexible worker Training FW14
44999456 29-Sep-2009 07:00 21:00 CSW00 Yes Show
Recent Change Deleted Booking for flexible worker Training FW1

The table will list the details of the request that has been changed and the most recent change to that request.

You should note the changes to the request (Flexible Worker booked or cancelled) and tick the Acknowledged tick boxes (you can select all the tick boxes by clicking the tick box directly under the 'Acknowledged' heading).

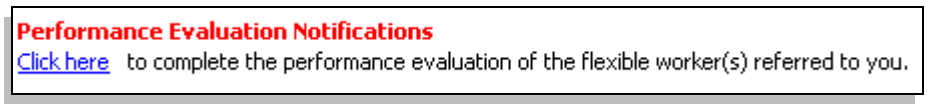


Tick the 'Acknowledged' tick boxes and click the 'Completed' button.

You should then Click the 'Completed' button that has appeared under the notifications table.

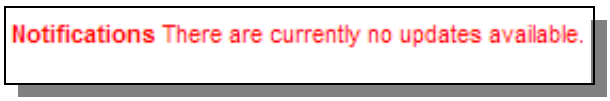
Performance Evaluation Notifications

If you have been sent a performance evaluation by a colleague you will see


Performance Evaluation Notifications
Click here to complete the performance evaluation of the flexible worker(s) referred to you.

Click on the link and refer to Section 11 of this manual

If there are no notifications to view or you have acknowledge all the notifications you will see

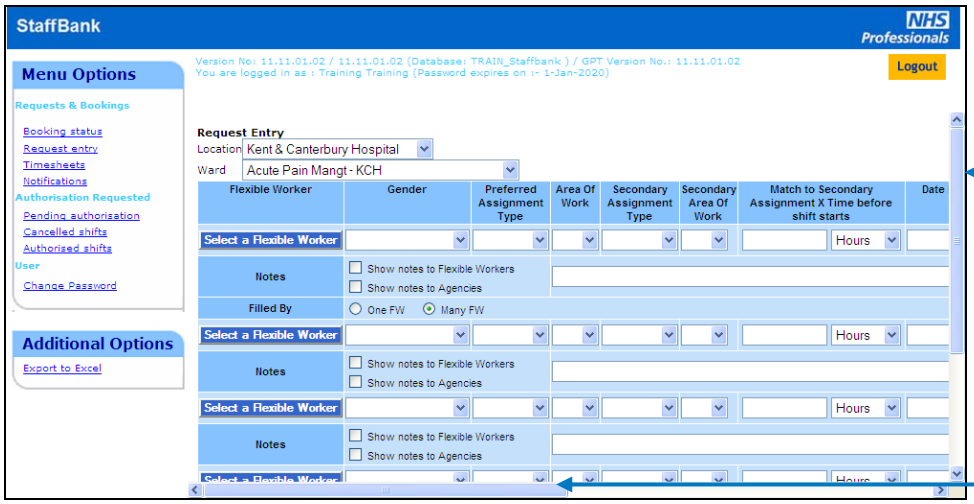


4. Processing Bookings – Request Entry

4.1 Unfilled requests

For a Ward / Location / Unit to request a Flexible worker to cover a particular request, the authorised booker will need to select the “Request Entry” option from the left hand menu.

Once selected this screen page appear:

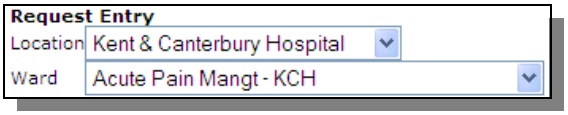


Use the scroll bars, if you need to view the rest of the page

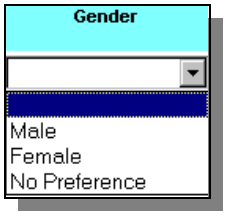
Details that can be entered for an unfilled request are:

***Location**

***Ward**

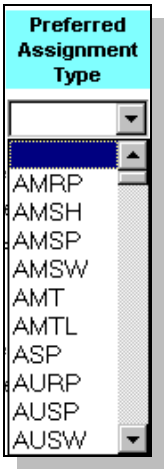


Gender

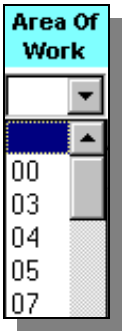


Note that gender is not mandatory and if you have ‘No Preference’ for Male or Female members of staff you can leave the option as the blank option rather than selecting ‘No Preference’

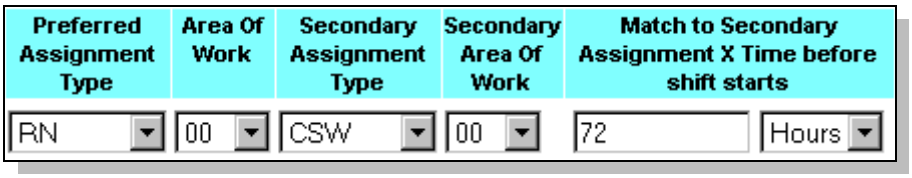
***Assignment Type** – Indicates the band and staff group of flexible worker you require. For a list of Assignment Types see the appendix of this manual



***Area of Work** – Indicates the speciality of the flexible worker you require, this will only be available once you have entered the Assignment type

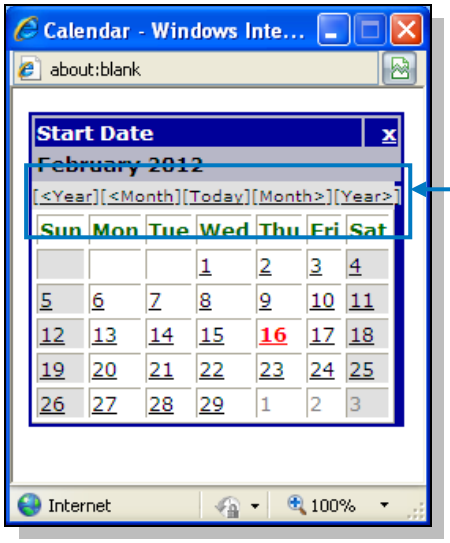


Secondary assignments are available to you to indicate your second choice of assignment. This may be automatically selected depending on what you enter in the Preferred Assignment and Area of Work. If the default secondary assignment is not applicable in this case reselect the blank option from the Secondary Assignment Type



In this case the requestor is asking for a Registered Nurse, General Acute as their preferred Assignment but also giving NHS Professionals the option for a Care Support Worker, General Acute to be booked, but only 72 hours prior to the request starting.

***Date From** – You can use the Calendar (Click on the calendar button) to select your dates



Click on the calendar button and then select the Date from the grid displayed. You can scroll through the months using the Month> link. This will enter the date in the 'Date From' box.

Date To – See the Range Request Section for further details

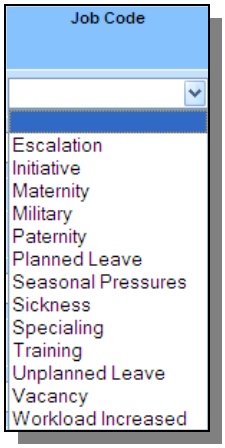
***Start** – Note that the Request drop down can be used to enter the time.

***End** – Note that the Request drop down can be used to enter the time.

You can use the shift drop down to select your standard shift times. If the list is blank you can inform NHS Professionals and we will enter this detail for you.

You can enter other times in the Start and End boxes

***Job Code** – Reason for Request, if for instance you have to request this request because of a vacancy you will need to select Vacancy



No Agency – Specifies if NHS Professionals can use external non NHS agencies to fill. Tick the box to indicate that you **DO NOT** wish NHS Professionals to fill with an external agency.

Shift Type: The drop down will vary depending upon the Assignment Type selected and the trust settings. The possible combinations are: Standard, On Call, Sleep In and Programmed Activity. The default is 'Standard' and for some assignments you will not be able to select an option other than 'Standard'. If you can select another option you will only need to do so if the type of shift you are requesting is of another type.

Notes – Specifies any extra detail about the request

Show notes to Flexible Workers – Ensures that NHSP staff can view the note you have entered.

Show notes to agencies – When or if a request is transferred to an external agency, ticking this option will ensure the agency can view the note you have entered.

Filled By – Please refer to the 'Range Requests' section of this manual

***Add Request** – Must be ticked before you can add the request

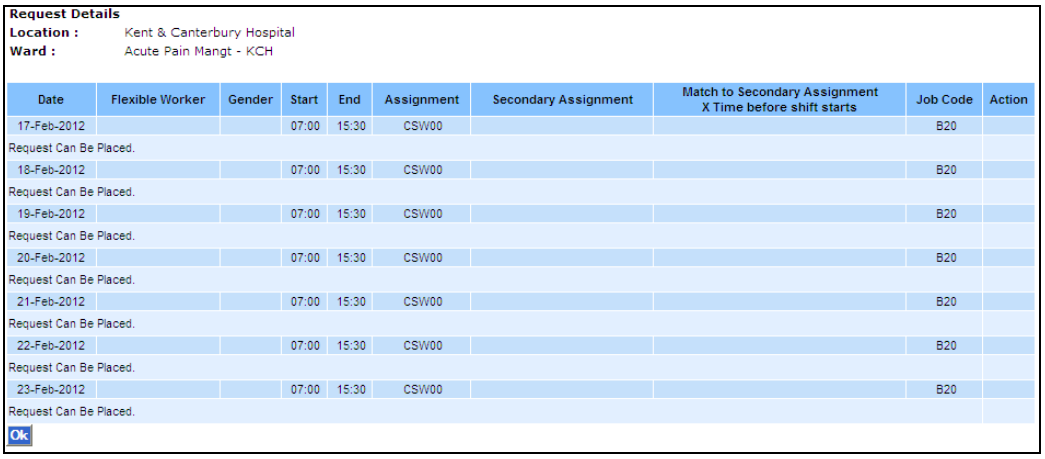
When you tick this box you may see a pop up message appear. Refer to the 'Error Messages' section at the end of this manual for more information

* Please note that any of the above marked with an asterisk MUST be entered before a request can be placed with NHS Professionals

Once you have entered all the relevant detail for the request you will need to scroll to the bottom of the page where you will see the 'Add Request(s)/Booking(s)' and 'Cancel' buttons.

Click on the ‘Add Request(s)/Booking(s)’ button

The system will validate the request detail that you have entered and will display a confirmation screen that will inform you if there are any problems with the requests:



Request Details
Location : Kent & Canterbury Hospital
Ward : Acute Pain Mangt - KCH

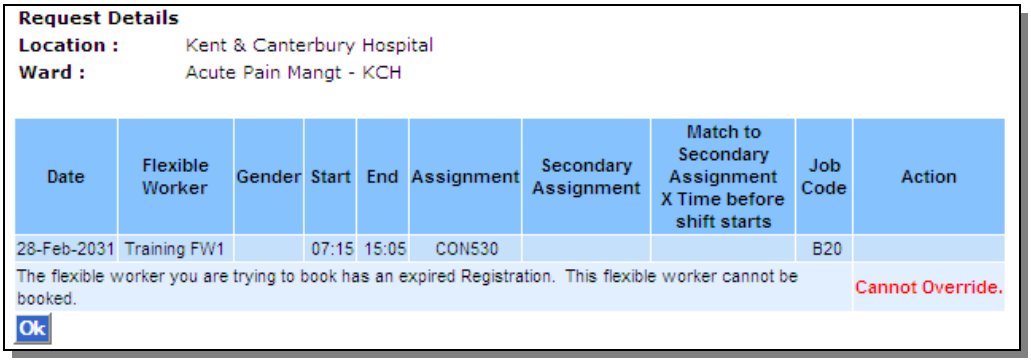
Date	Flexible Worker	Gender	Start	End	Assignment	Secondary Assignment	Match to Secondary Assignment X Time before shift starts	Job Code	Action
17-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									
18-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									
19-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									
20-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									
21-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									
22-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									
23-Feb-2012			07:00	15:30	CSW00			B20	
Request Can Be Placed.									

Ok

Normally the message you receive on this summary screen will be ‘Request Can Be Placed’. However, if the system has identified that there are problems with the requests that you are trying to add you will see a message screen similar to the one below:

The message displayed will vary depending on the error as will the message under the ‘action’ column. Read the message carefully and override the warning ONLY if it is safe or possible to do so.

A message that you cannot override is shown below:



Request Details
Location : Kent & Canterbury Hospital
Ward : Acute Pain Mangt - KCH

Date	Flexible Worker	Gender	Start	End	Assignment	Secondary Assignment	Match to Secondary Assignment X Time before shift starts	Job Code	Action
28-Feb-2031	Training FW1		07:15	15:05	CON530			B20	
The flexible worker you are trying to book has an expired Registration. This flexible worker cannot be booked.									Cannot Override.

Ok

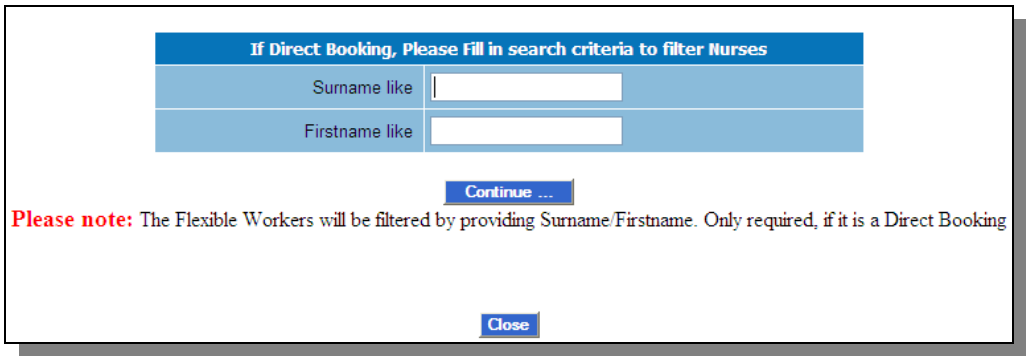
4.2 Directly Booking a Flexible Worker

NHS Professionals gives you the option to directly book any Flexible worker registered with NHS Professionals. Follow the next section to enable you to directly book a flexible worker

If you are directly booking a flexible worker click on the “Select a Flexible Worker” button to enter their name

The following pop-up window will appear. You will need to enter the name as it appears in the NHS Professionals system.

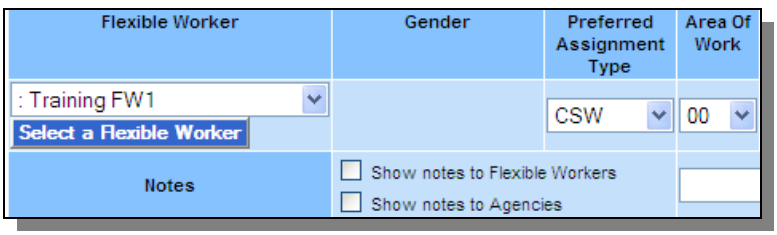
For the few first times try typing in the SURNAME ONLY. You will then see the name as it appears in the system and you can then type in the full name next time.


If Direct Booking, Please Fill in search criteria to filter Nurses
Surname like
Firstname like
Continue ...
Please note: The Flexible Workers will be filtered by providing Surname/Firstname. Only required, if it is a Direct Booking
Close

Please note that shortening the first name will not return any flexible workers i.e. typing in Mike is not the same as Michael and Jon is not the same as Jonathan.

If the person you are searching for is not returned in the results try searching again using the surname only (or try an alternative spelling) or that person is not employed by NHS Professionals

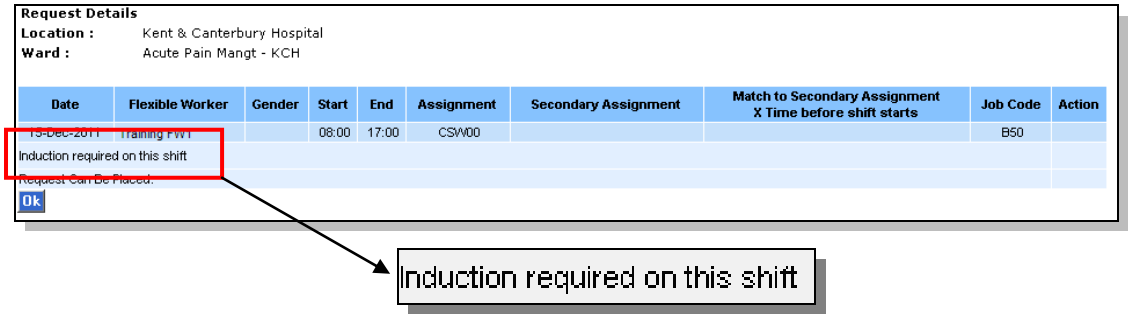
The system will then return a list of names to a drop down list which is above the ‘Select a Flexible Worker’ button:



If the name does not match the worker you want to book select the list and then select their name.

The preferred assignment list will display assignments for the Flexible Worker. If you need to, select the assignment that the worker will be working. Fill out the rest of the detail of the request as you would for an unfilled request to indicate the date and time that the Flexible Worker is working. You can then add the request as normal.

If the flexible worker you are booking requires an induction when they attend this shift you will be notified once you have booked that flexible worker:

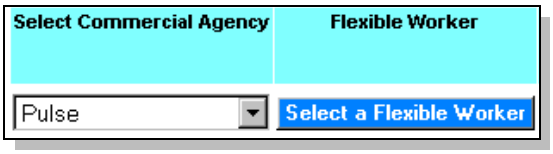


4.3 Directly Booking Agency Flexible Workers

In some cases your organisation will allow certain areas to directly book Agency Flexible Workers. This is agreed with NHS Professionals and the following option will be displayed at the beginning of the Request Entry page:

The drop down includes all agencies that have supplied to the Trust before. Select the agency that the Agency Worker is employed by

Once the page has updated click on the 'Select a Flexible Worker' button:



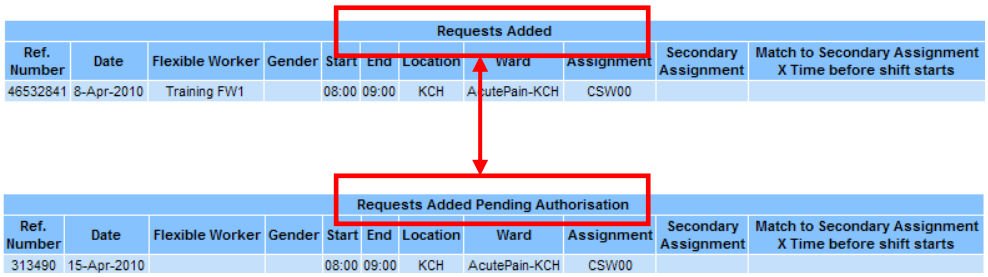
You will then be able to enter a surname of the Agency Worker and select the worker you require to book much in the same way as directly booking a NHS Professionals Flexible Worker – the only difference here is that if an agency worker has not been booked before they will need to be booked either via NHS Professionals or by the agency themselves – you will not be able to select an agency worker if they have not been booked before.

PLEASE NOTE

This option will not be available to all areas and those that it is agreed with will require specific authorisation from the Trust to enable this option

Once the system has verified all the requests and you have actioned any Warnings you will receive a notification that your requests have been added 'Requests Added' or 'Requests Added Pending Authorisation' depending on your trusts preferences

If the text reads 'Requests Added Pending Authorisation' the requests will be within the system until an authoriser within the Trust authorises these requests to be added to the NHS Professionals system. You can view these requests using the 'Pending Authorisation' option from the menu.



4.4 Block Bookings/Range Requests:

There is the option of entering Requests (unfilled Requests) or Bookings (filled requests) using a block booking function called a Range Request. This is available where a number of requests/bookings over a 28 day period match.

For instance, there may be the requirement to enter the following request detail where the request occurs more than once in this 28 day period:

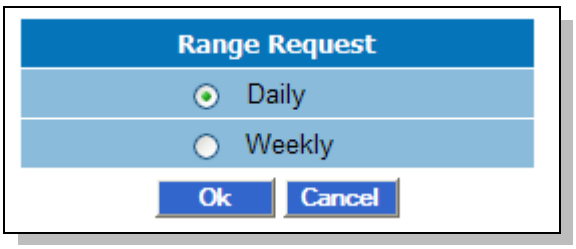
- Assignment Type
- Area Of Work
- Start Time
- End Time
- Job Code
- No Agency
- Notes

Note that these details must be the same for all the requests over this period. So you may be able to enter all your Early, Late, Night or any other request detail in a block booking

To do this enter the request detail into the request entry screen. You should enter the 'Date From' as the first date that this request is to be worked. The 'Date To' box can then be entered with the final date of the request to be worked:

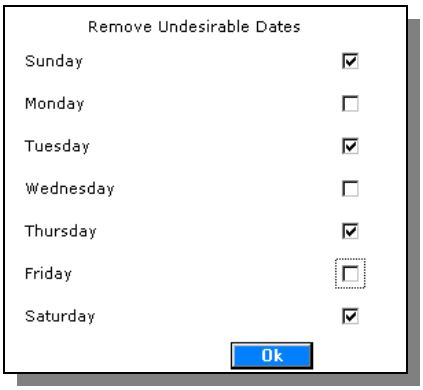
If you were to enter the request in this manner then the system will add the request detail for each date between and including the dates in the 'Date From' box and the 'Date To' box.

You may wish, however, to 'Remove Days' from this date range where the request is not required. To do this click on the 'Remove Days' button and the following page will be displayed:

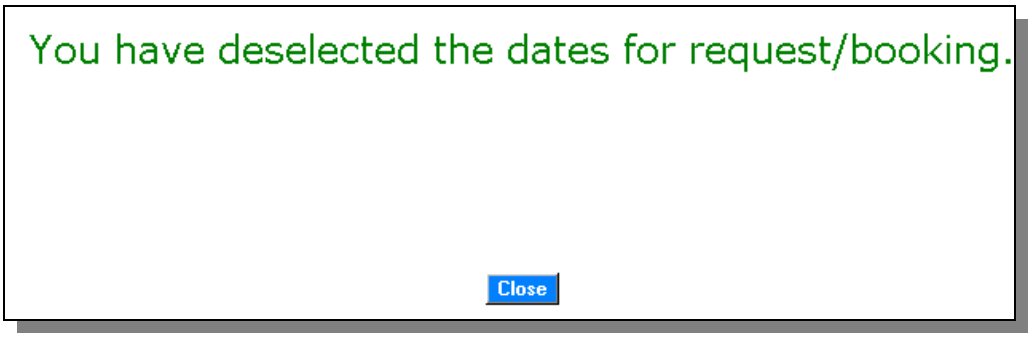


Clicking on ‘Daily’ will allow you to remove the dates within the range by simply removing the Tick from the appropriate DATES and then clicking on ‘Ok’

Selecting the ‘Weekly’ option will allow you to remove all the specific DAYS of the week that fall within the date ranges:



Once you have clicked ok you will then be notified that you have deselected some of the dates or days



Click the close button

You can also indicate if you require a single Flexible Worker to be booked for a Range Request. To do this click on the 'One FW' radio button underneath the notes section in the 'Filled By' row:

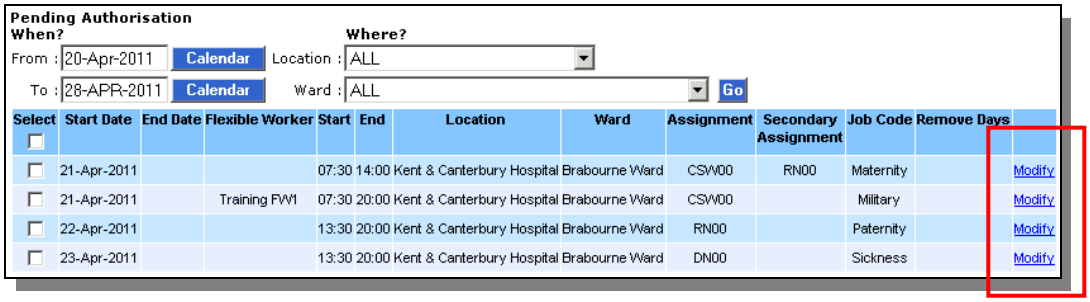
This ensures that, due to a need for continuity of care or any other reason, NHS Professionals will book only one Flexible Worker for the entire date range you are requesting.

If you leave the radio button options as 'Many Flexible Workers' NHS Professionals can book a different Flexible Worker for every request within the date range.

5. Requests that require further authorisation:

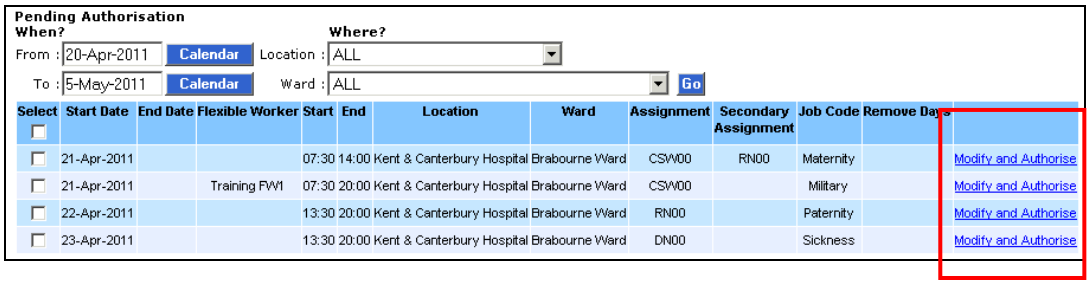
Depending on the requirements of the trust your requests may have to be authorised by another individual before they are live on the NHS Professionals booking system.

If you are not allowed to authorise requests you will see any of the requests still awaiting authorisation:



Note the option on the far right of the table indicates that you can 'Modify' the requests only.

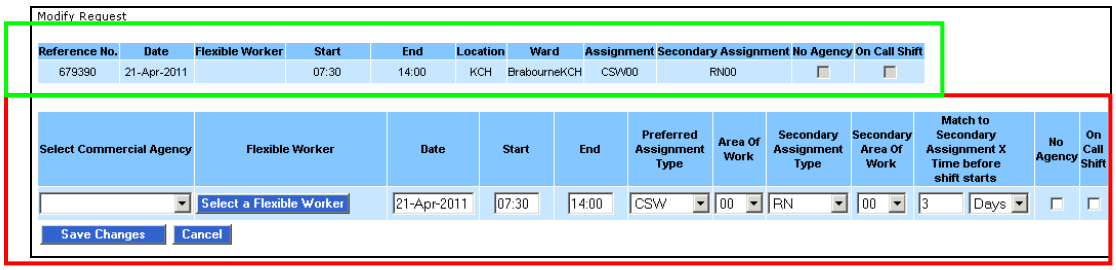
If you are allowed to authorise requests you will see the following page.


Pending Authorisation
When?
Where?
From : 20-Apr-2011 Calendar
Location : ALL
To : 5-May-2011 Calendar
Ward : ALL
Go
Select
Start Date
End Date
Flexible Worker
Start
End
Location
Ward
Assignment
Secondary Assignment
Job Code
Remove Days
21-Apr-2011 07:30 14:00 Kent & Canterbury Hospital Brabourne Ward CSW00 RN00 Maternity Modify and Authorise
21-Apr-2011 Training FW1 07:30 20:00 Kent & Canterbury Hospital Brabourne Ward CSW00 Military Modify and Authorise
22-Apr-2011 13:30 20:00 Kent & Canterbury Hospital Brabourne Ward RN00 Paternity Modify and Authorise
23-Apr-2011 13:30 20:00 Kent & Canterbury Hospital Brabourne Ward DN00 Sickness Modify and Authorise

Notice that the far right option in the table indicates that you can 'Modify and Authorise' these requests.

5.1 Modifying Requests Pending Authorisation.

If you need to modify the request click on the 'Modify' or 'Modify and Authorise' (this option depends on your ability to authorise these requests) option.

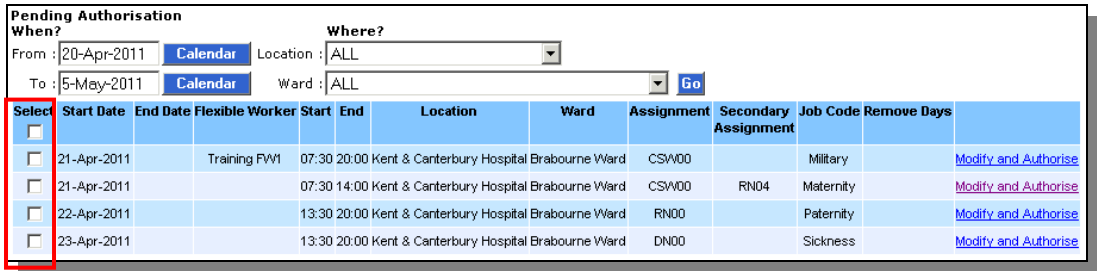


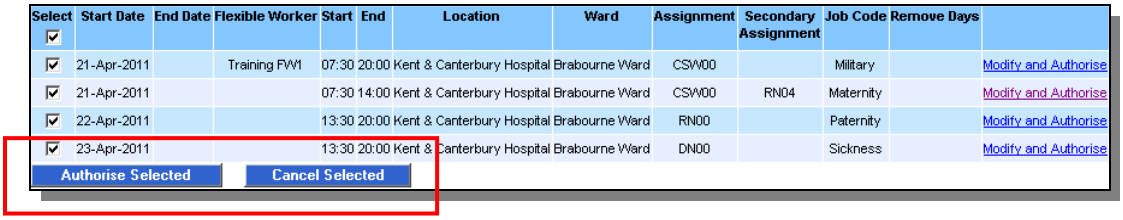
The original request is shown in the top box.

You can change any of the request details in the box below this. Change the detail you require and then click 'Save Changes'. NB. If you are allowed to authorise this request modifying the request and clicking 'Save Changes' will make this a live request. If you are not allowed to authorise requests this action will modify the request pending authorisation only.

5.2 Authorising or Cancelling Requests Pending Authorisation:

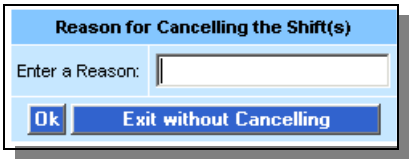
From the main Pending authorisation page you can select the requests you wish to Authorise or cancel using the 'Select' tick boxes on the far left of the table. You can select ALL of the requests by ticking the Select box at the top of the list:


Pending Authorisation
When?
Where?
From : 20-Apr-2011 Calendar
Location : ALL
To : 5-May-2011 Calendar
Ward : ALL
Go
Select
Start Date
End Date
Flexible Worker
Start
End
Location
Ward
Assignment
Secondary Assignment
Job Code
Remove Days
21-Apr-2011 Training FW1 07:30 20:00 Kent & Canterbury Hospital Brabourne Ward CSW00 Military Modify and Authorise
21-Apr-2011 07:30 14:00 Kent & Canterbury Hospital Brabourne Ward CSW00 RN04 Maternity Modify and Authorise
22-Apr-2011 13:30 20:00 Kent & Canterbury Hospital Brabourne Ward RN00 Paternity Modify and Authorise
23-Apr-2011 13:30 20:00 Kent & Canterbury Hospital Brabourne Ward DN00 Sickness Modify and Authorise


Select
Start Date
End Date
Flexible Worker
Start
End
Location
Ward
Assignment
Secondary Assignment
Job Code
Remove Days
21-Apr-2011 Training FW1 07:30 20:00 Kent & Canterbury Hospital Brabourne Ward CSW00 Military Modify and Authorise
21-Apr-2011 07:30 14:00 Kent & Canterbury Hospital Brabourne Ward CSW00 RN04 Maternity Modify and Authorise
22-Apr-2011 13:30 20:00 Kent & Canterbury Hospital Brabourne Ward RN00 Paternity Modify and Authorise
23-Apr-2011 13:30 20:00 Kent & Canterbury Hospital Brabourne Ward DN00 Sickness Modify and Authorise
Authorise Selected
Cancel Selected

NB If you are not allowed to Authorise requests you will only see the 'Cancel Selected' button

If you choose to Cancel a request you will need to type in the reason you are cancelling the request in the following box



Enter the reason for cancelling the request and click the 'Ok' button and that will cancel the request.

If you have chosen to Authorise the request clicking the 'Authorise Selected' button will authorise that request.

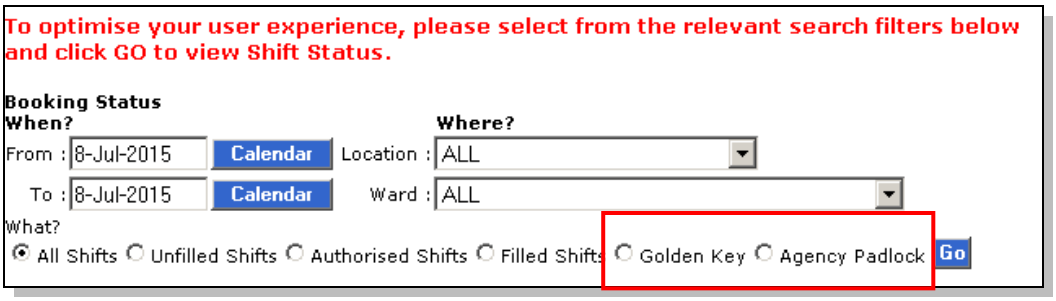
PLEASE NOTE

If requests are added 'Pending Authorisation' NHS Professionals will be able to view those requests but will not be able to perform any actions on them.

6. Booking Status

You are also able to check the status of your bookings by clicking on the "Booking Status" link on the left-hand menu.

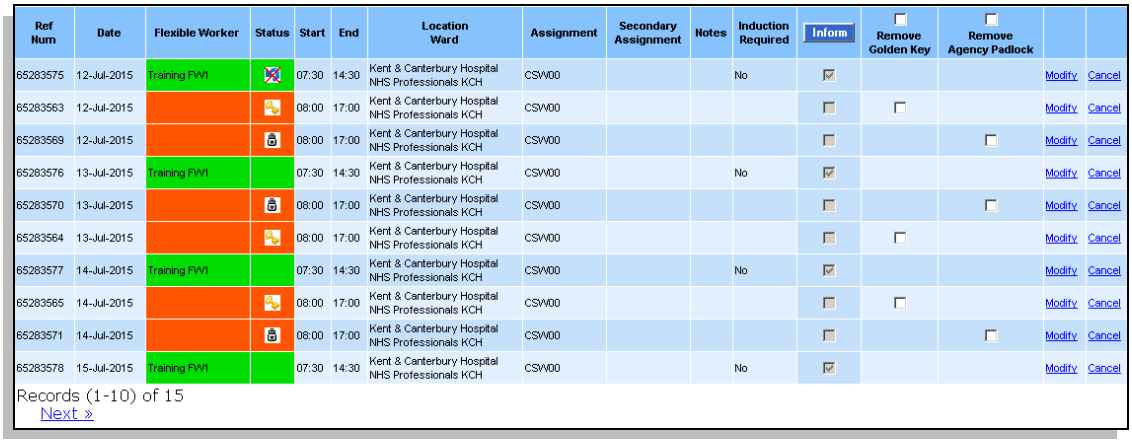
When you have clicked on this link you will be presented with the following screen:



If you are authorised to remove the agency padlock or remove the golden key, you can filter on these options.

If you are not you will not see these radio buttons

Once you have selected your criteria and clicked Go you will be shown your requests.



Ref Num	Date	Flexible Worker	Status	Start	End	Location Ward	Assignment	Secondary Assignment	Notes	Induction Required	Inform	Remove Golden Key	Remove Agency Padlock		
65283575	12-Jul-2015	Training FW1		07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑			Modify	Cancel
65283563	12-Jul-2015			08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☐		Modify	Cancel
65283569	12-Jul-2015			08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☐	Modify	Cancel
65283576	13-Jul-2015	Training FW1		07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑			Modify	Cancel
65283570	13-Jul-2015			08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☐	Modify	Cancel
65283564	13-Jul-2015			08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☐		Modify	Cancel
65283577	14-Jul-2015	Training FW1		07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑			Modify	Cancel
65283565	14-Jul-2015			08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☐		Modify	Cancel
65283571	14-Jul-2015			08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☐	Modify	Cancel
65283578	15-Jul-2015	Training FW1		07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑			Modify	Cancel

Records (1-10) of 15
Next »

It is recommended that you check the status of your requests regularly.

For instance if you know that you require a Flexible Worker for a late request you will need to check the system on the early request. This may mean that you will be checking the system at least three times a day.

Colour Coding within the Booking Status page:

The colours in the Flexible Worker and the Status Column indicate different status so that you can view at first glance the status of your requests.

Colour coding in the Flexible Worker Column:

Red. The red block in the flexible worker column indicates that the request is UNFILLED and has yet to be passed to a commercial agency.

Blue. The blue block indicates that the request has been transferred to a commercial agency. If there is a worker's name in the request then the request has been filled by an agency whose name will appear in square brackets.

Green. The green block indicates that the request has been filled by a NHS Professionals Flexible Worker.

Colour Coding in the Status column:

Red. Indicates that either the request is unfilled (if there is no name in the Flexible Worker column) or that the Flexible Worker has not confirmed the booking.

Yellow. Indicates that the Flexible Worker has been booked but the 'ward' has not yet been informed of this.

Green. Indicates that the Flexible Worker has been booked and the ward is aware that this booking has occurred.

When requests are shown with a name and the status field is coloured yellow, a Ward / Location / Unit can acknowledge the name in the request by clicking the cursor in the 'inform' check box and then clicking on the 'inform' button. The status field will then be updated to green.

Ward / Location / Units are expected to use this function to confirm a flexible worker has been found for the request rather than receiving a call from the placement officers. This acknowledgment also appears in the 'Notifications' section of the manual within 24 hours of the request start time.

Other Icons you may see in the status column:

The blue arrow with a red cross icon indicates that the flexible worker has not worked in this area before.

The Telephone handset icon indicates that the request has been flagged as an ‘On Call’ request

The Golden Key icon indicates that this request requires further authorisation to be sent to agency.

If the shift is a ‘Sleep In’ shift you will see the bed icon:

If the shift is marked as ‘Programmed Activity’ you will see the following icon:

If the flexible worker requires an induction when they attend the shift this will be confirmed under the ‘Induction Required’ column.

6.1 Bulk removal of Golden Key/Agency Padlock

If you are authorised to remove golden keys and/or Agency Padlocks and one or more of your request have this option available (indicated in the Status column), you will can select those request you wish to remove the padlock or golden key from:

Status	Start	End	Location Ward	Assignment	Secondary Assignment	Notes	Induction Required	Inform	Remove Golden Key	Remove Agency Padlock
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☐	
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☐
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☐
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☐	
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☐	
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☐
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		

You can do this individually or you select all the shifts using the option in the header of the column:

Status	Start	End	Location Ward	Assignment	Secondary Assignment	Notes	Induction Required	Inform	Remove Golden Key	Remove Agency Padlock
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☑	
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☑
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☑
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☑	
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐	☑	
	08:00	17:00	Kent & Canterbury Hospital NHS Professionals KCH	CSW00				☐		☑
	07:30	14:30	Kent & Canterbury Hospital NHS Professionals KCH	CSW00			No	☑		

Once you have selected the shifts to remove the padlock or key from click the appropriate button at the bottom of the page:

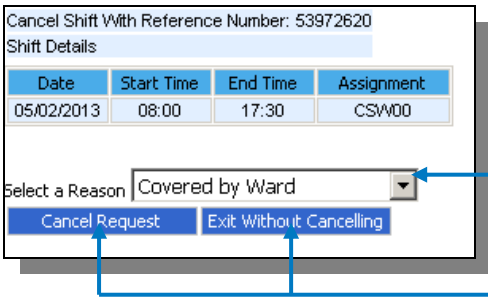
Please note that you can only use one of these options at a time

You can also perform these actions on individual requests by using the modify option.

7. Cancelling a Request:

You can cancel a request by using the cancel link next to each Request. The following screen will be displayed:

If the request is unfilled you will see the following page:

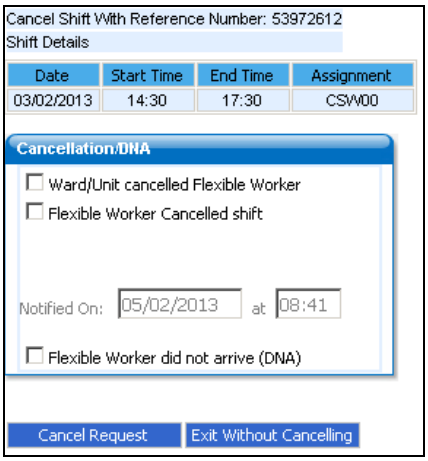


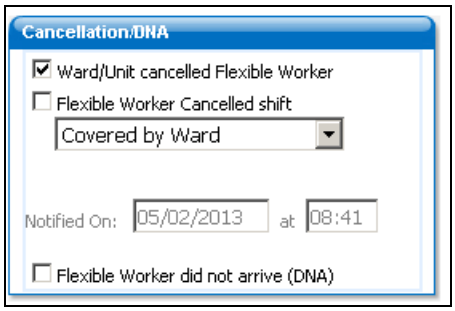
Select the reason for the cancellation and then click the 'Cancel Request' button, however if you have clicked on this link by mistake then click the 'Exit Without Cancelling'

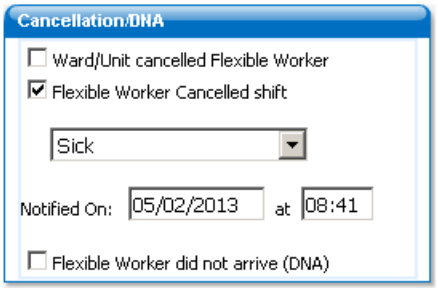
The table below shows the cancellation reasons and a description of what each reason means:

Cancellation Reason	Description
Covered By Ward	Choose this option if a substantive member of your ward staff are working this request as a non NHS Professionals request (i.e. overtime)
Covered By Agency	Choose this option if you are covering this request using an agency that NHS Professionals does not support.
Duplicate Error	Choose this option if you have entered this request as a duplicate request
Ward Requirement Changed	Choose this option if you no longer require this request because the requirement is no longer valid
Data Input Error	Choose this option if you have accidentally entered this request in. You may wish to 'Modify' this request and change the detail to a valid request instead of cancelling.
HR Cancellation	Use this option if you have had to cancel the request due to a HR reason

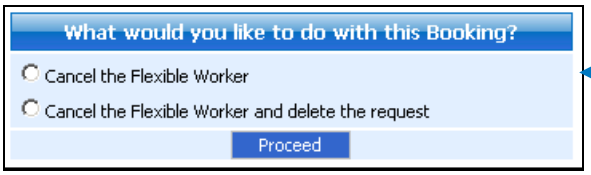
If you are cancelling a request that has been filled by a flexible worker, you will see the following page:







You will then be asked:


What would you like to do with this Booking?
Cancel the Flexible Worker
Cancel the Flexible Worker and delete the request
Proceed

You will be prompted with a pop up requesting if you have informed the Flexible Worker. If you have informed the flexible worker then click 'Yes Worker Informed' and if you have not click 'Worker Not Informed'. NHS Professionals will then contact the worker to inform them.

If you select either of the top two options (Ward/unit…. Or Flexible Worker…..) a reason drop down will appear

Select the reason you are cancelling the request and then click the 'Cancel Request' button.

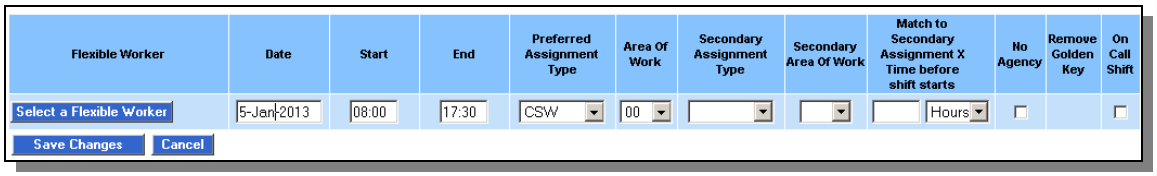
If you use the 'Flexible Worker Cancelled Shift' ensure the 'Notified On' date time is set to when the Flexible Worker notified YOU

If you select the 'Cancel the Flexible Worker' the shift will be available to be filled again.

If you select the 'Cancel the Flexible Worker and delete the request' the worker will be cancelled along with the request

8. Modifying a Request:

Should you require to modify a request (and this includes booking a Flexible Worker) then click on the 'Modify' link next to the request that you require to modify. You will be presented with the following screen:



Modify the detail as required – note that you can also book a Flexible Worker from this page 'Select a Flexible Worker'

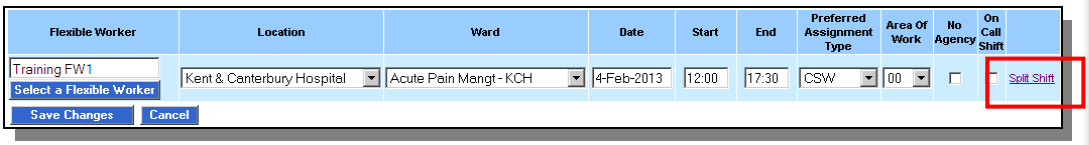
Unfilled requests can be modified or cancelled at any point, even after the request has started, Filled requests can only be modified before the shift starts. If you need to modify a request after it has started you will be required to do this from the Timesheets option.

If you are modifying a request that has a Flexible Worker booked in you will be prompted with a pop requesting if you have informed the Flexible Worker. If you have informed the flexible worker then click 'Yes Worker Informed' and if you have not click 'Worker Not Informed'. NHS Professionals will then contact the worker to inform them.

8.1 Splitting Shifts

If you require to split a shift (i.e. a FW has been booked for a full shift but part of that shift is to be worked on another ward) you can do this from the modify page from booking status.

When you elect to modify a shift that has not yet started, you will see the 'Split Shift' option on the far left of the modification page:



You will then see the following options:

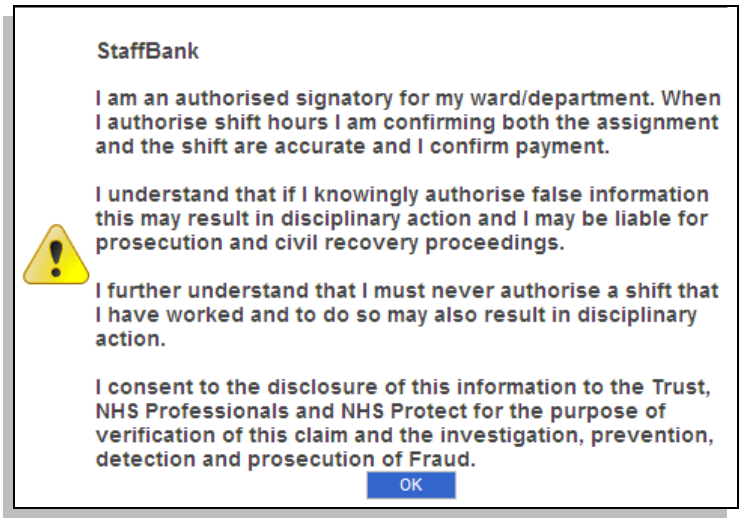
The original request is entered on the first row.

Change the end time for original part of the request and then enter the details for the split shift in the lower row

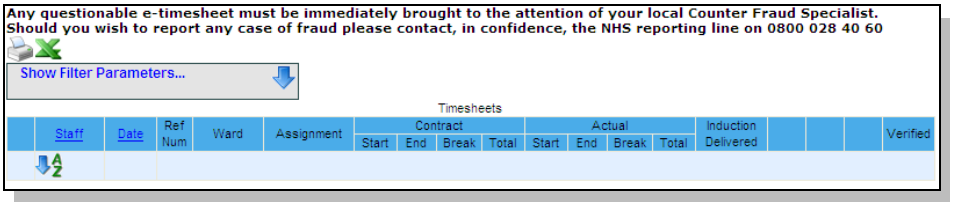
9.0 Timesheets:

Electronic Timesheets are available to all members of staff, however some users will only be able to verify the times that a Flexible worker has worked and others will be able to authorise the timesheets. If you are only able to verify timesheets someone else will need to authorise that timesheet before the Flexible Worker can release it.

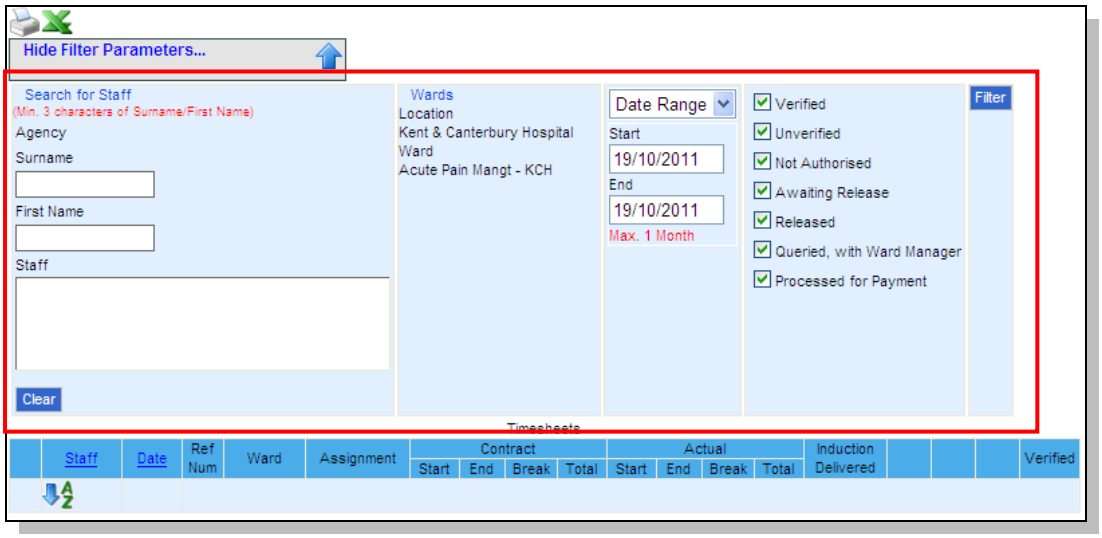
When clicking on the Timesheets link from the menu, once every 7 days the following message will be displayed:


StaffBank
I am an authorised signatory for my ward/department. When I authorise shift hours I am confirming both the assignment and the shift are accurate and I confirm payment.
I understand that if I knowingly authorise false information this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings.
I further understand that I must never authorise a shift that I have worked and to do so may also result in disciplinary action.
I consent to the disclosure of this information to the Trust, NHS Professionals and NHS Protect for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of Fraud.
OK

YOU MUST READ the warning and then click ok to accept this warning and the following screen will be displayed:



If there are no timesheets in the grid click on the 'Show Filter Parameters....' Arrow to open up the filter sub section:



You can enter the filter on the following detail:

'Search For Staff'

You can enter the name of any Flexible Worker that has been booked.

Location/Ward

If you have access to more than one location/ward you will be able to select from a drop down list the location/ward you wish to view

'Date Range'

The drop down list has a number of options that you can select. You can use one of these options or you can enter the dates via date range.

Tick boxes:

Verified: The timesheet has been verified. This timesheet will still need to be authorised for payment

Unverified: The timesheet has not been verified. It is still available for authorisation or verification

Not Authorised: The timesheet has yet to be authorised

Awaiting Release: The timesheet has been authorised. The FW can now release or query this timesheet

Released: The timesheet has been authorised and the FW has released it for payment

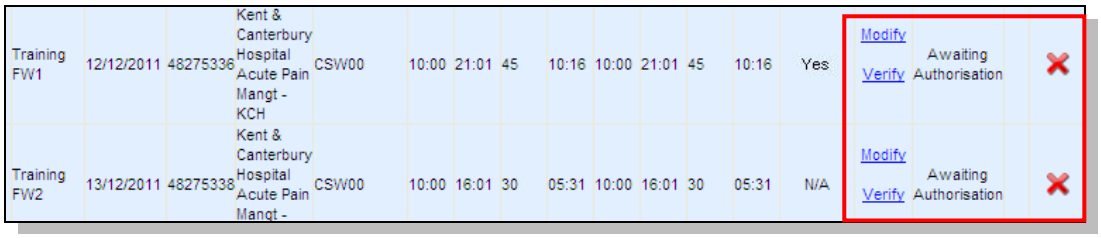
Queried, with Ward Manager: The timesheet has been authorised but the FW has queried the payment detail

Processed For Payment: NHS Professionals has run the payroll on this Authorised and Released timesheet. The payment will be paid to the FW within 9-10 days.

Once you have set your filter options you will need to click the 'Filter' button to the right of the page.

9.1 Verifying Timesheets

If you are only able to verify the timesheet you will see the following in the lower portion of the page:



Training FW1	12/12/2011	48275336	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	10:00	21:01	45	10:16	10:00	21:01	45	10:16	Yes	Modify Verify	Awaiting Authorisation	✗
Training FW2	13/12/2011	48275338	Kent & Canterbury Hospital Acute Pain Mangt -	CSW00	10:00	16:01	30	05:31	10:00	16:01	30	05:31	N/A	Modify Verify	Awaiting Authorisation	✗

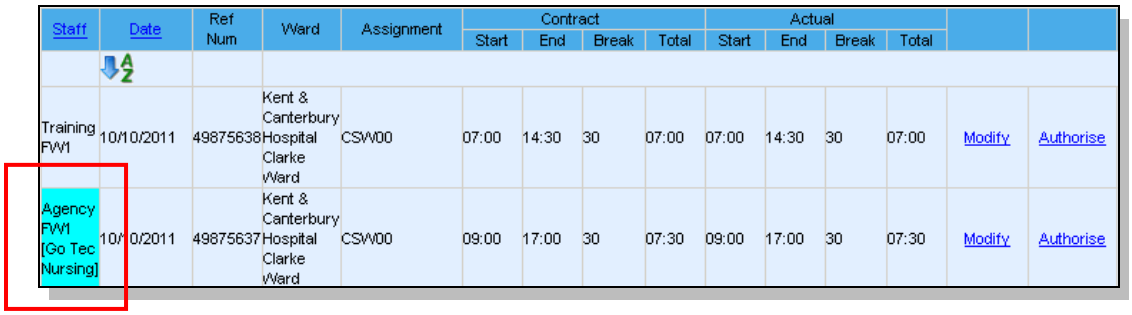
Notice in the red box you will see 'Modify' and 'Verify'. If the timesheet has yet to be authorised you will see 'Awaiting Authorisation' and if the Timesheet has not yet been Verified you will see a red cross in the Verified Column.

If the flexible worker worked the hours under the 'Actual' section of this form you should click the 'Verify' link. The page will reload and will be displayed as:

Training FW1	12/12/2011	48275336	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	10:00	21:01	45	10:16	10:00	21:01	45	10:16	N/A	Modify	Awaiting Authorisation	✓
Training FW2	13/12/2011	48275338	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	10:00	16:01	30	05:31	10:00	16:01	30	05:31	N/A	Modify Verify	Awaiting Authorisation	✗

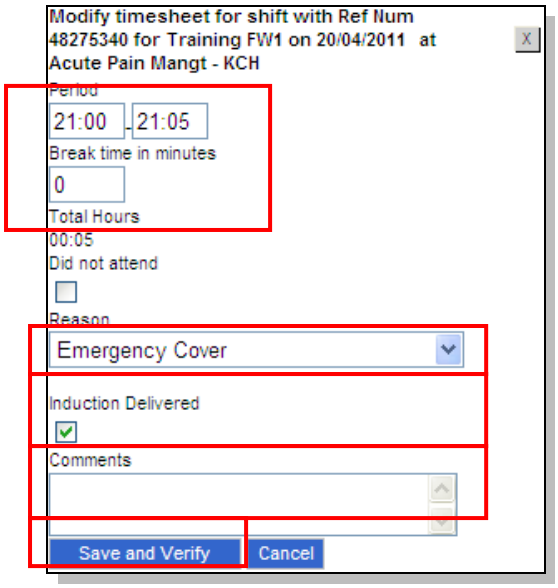
Notice that there is no 'Verify' link now, as you have Verified it. The timesheet is still Awaiting Authorisation but as the timesheet has been verified there is a green tick under the Verified column.

If the Flexible worker's name appears with a blue background this mean that this is an agency timesheet and the agency's name will appear next to the agency member's name



If the timesheet requires modifying before Verification as the Flexible Worker did not work the hours under the 'Actual' section of the timesheet you should click the modify link.

The following pop up will be displayed:



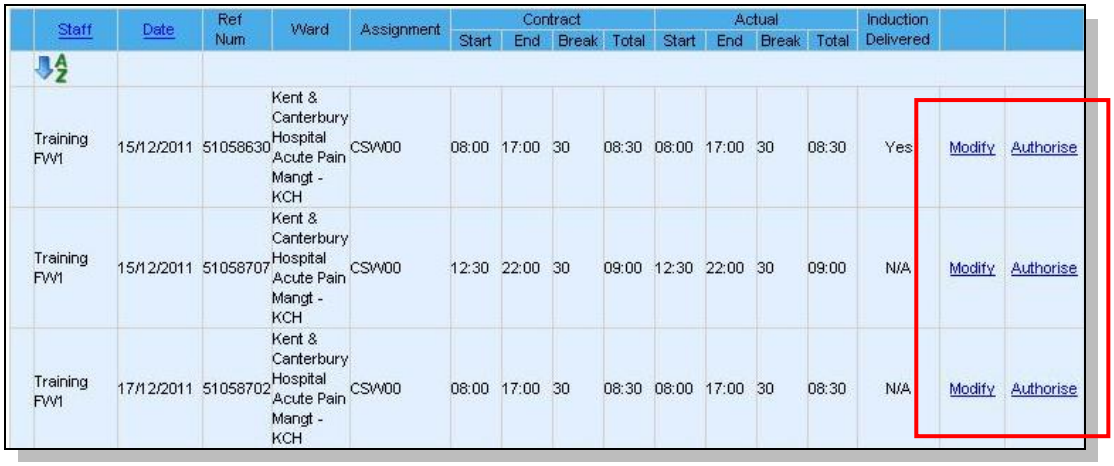
You should enter the details that the flexible worker did work (if they did not take a break you will need to enter 0 in the Break in Minutes box. You should then select the reason why you are changing the times and then enter in any comments. Be aware that the Flexible Workers will see any comments that you enter in the comments box.

You will also see the 'Induction Required' column. If an induction should have been given for this shift this column will read 'Yes'. If no induction was given you should modify the timesheet to indicate this

Once you have successfully modified the timesheet you should then click the 'Save and Verify' button. This will save your changes and marked the timesheet as Verified.

9.2 Authorising Timesheets:

If you are able to Authorise timesheets you will see the following page appear.



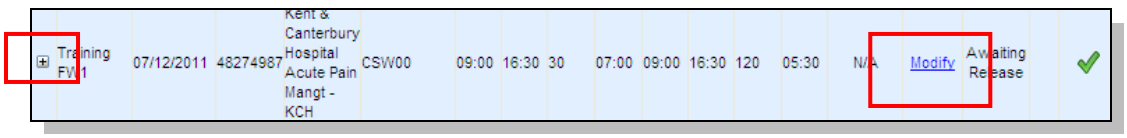
Staff	Date	Ref Num	Ward	Assignment	Contract Start	Contract End	Contract Break	Contract Total	Actual Start	Actual End	Actual Break	Actual Total	Induction Delivered		
Training FW1	15/12/2011	51058630	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	08:00	17:00	30	08:30	08:00	17:00	30	08:30	Yes	Modify	Authorise
Training FW1	15/12/2011	51058707	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	12:30	22:00	30	09:00	12:30	22:00	30	09:00	N/A	Modify	Authorise
Training FW1	17/12/2011	51058702	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	08:00	17:00	30	08:30	08:00	17:00	30	08:30	N/A	Modify	Authorise

You should check the details of the timesheet to ensure you are authorising the correct timesheet for the right times.

You will see on the far right the 'Modify', 'Authorise' and 'Verified' columns. If the timesheet has been verified by a timesheet verifier you will see a green tick in the verified column otherwise you will see a red cross. If you see a red cross it does not mean that you cannot authorise a timesheet it just means that it hasn't been actioned by another individual.

You will also see the 'Induction Required' column. If an induction should have been given for this shift this column will read 'Yes'. If no induction was given you should modify the timesheet to indicate this

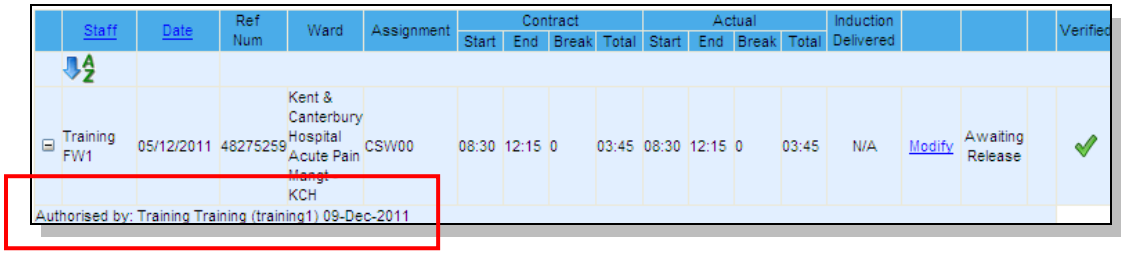
If the details of the timesheet are correct you can click the 'Authorise' link for that timesheet. The page will reload and you will then see



⊞ Training FW1	07/12/2011	48274987	Kent & Canterbury Hospital Acute Pain Mangt - KCH	CSW00	09:00	16:30	30	07:00	09:00	16:30	120	05:30	N/A	Modify	Awaiting Release

Notice that the authorise link has now been replaced by the text 'Awaiting Release'. This means that the Flexible Worker can now either Release their timesheet for payment or query that timesheet.

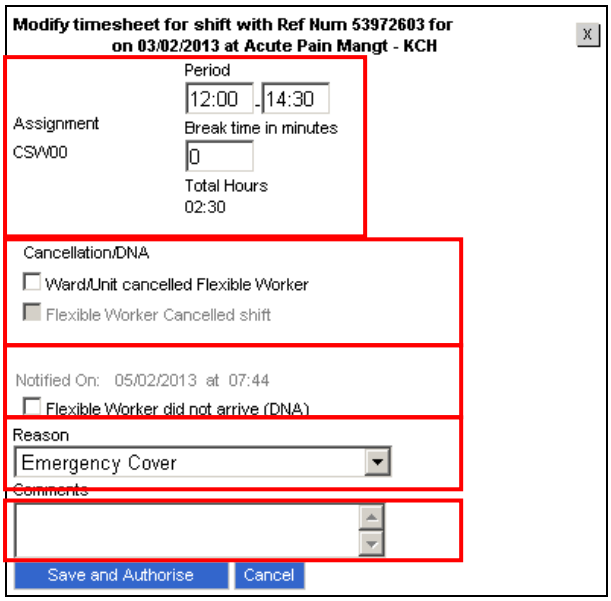
If you wish to view further detail of the timesheet you can click the + symbol on the left of the grid. This will display the following

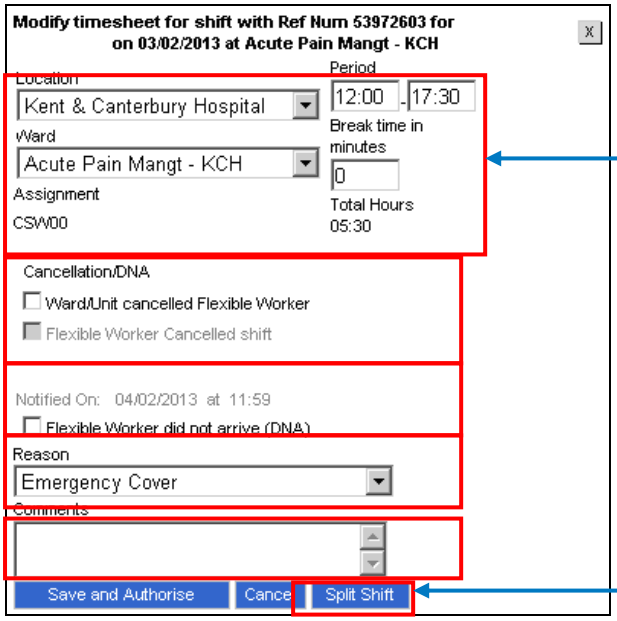


This will show you the detail of the person that authorised the Timesheet and when they authorised it.

If the timesheet requires modifying before authorisation as the Flexible Worker did not work the hours under the 'Actual' section of the timesheet you should click the modify link.

The look of the timesheet will vary if you have access to more than one ward:





If you have access to one Ward/Dept only, you will see the top timesheet panel, if you have access to more than one ward you will see the lower of the two panels.

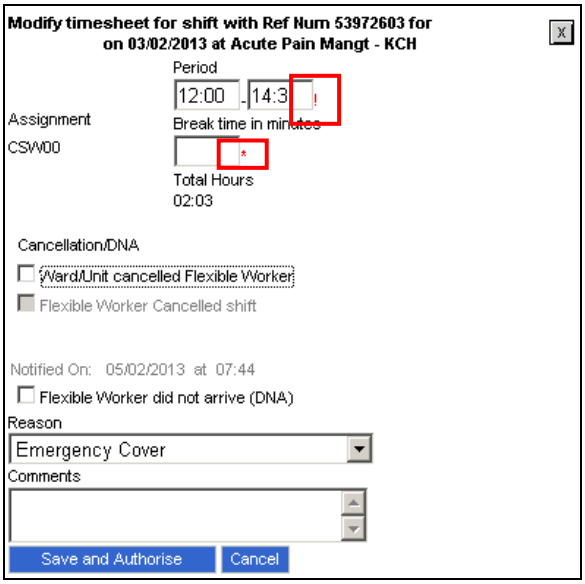
Note the ability to change the ward using the drop downs and the 'Split shift' button. Splitting shifts is discussed in the next section of this manual

You should enter the details that the flexible worker did work (if they did not take a break you will need to enter 0 in the Break in Minutes box. You should then select the reason why you are changing the times and then enter in any comments. Be aware that the Flexible Workers will see any comments that you enter in the comments box.

If an induction was required for this shift but one was not given you should untick the 'Induction Delivered' tick box. If an induction was not required you will not see the Induction Delivered tick box.

Once you have successfully modified the timesheet you should then click the 'Save and Authorise' button. This will save your changes and marked the timesheet as Awaiting Release as before.

If you enter incorrect information into the timesheet NHSP:Online will inform you of the problem entry with either a red exclamation mark or a red asterisk:

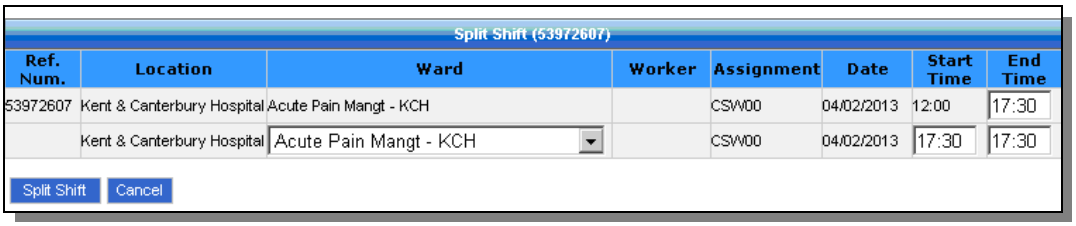


Timesheets must be authorised AND released by 23:59 on a Wednesday to ensure they are processed for the next payroll

9.3 Splitting Timesheets

If you have access to more than one ward/dept you can split the timesheet between the two wards. To do this click the 'modify' link on the far right of the table of timesheets. Once the Timesheet panel appears click the 'Split Shifts' button at the bottom of the page:

You will then see the following page appear:



The original request is entered on the first row.

Change the end time for original part of the request and then enter the details for the split shift in the lower row

Once you have changed the details click the 'Split Shift' button. <u>You will then need to authorise the separated timesheets.</u>

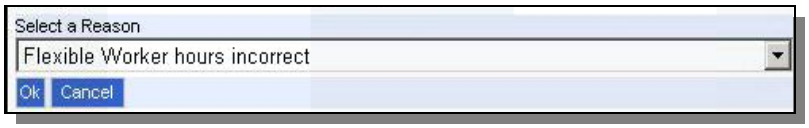
9.4 Amending Timesheets after Payment

If you discover that a timesheet has been paid but the payment details are incorrect you can change the timesheet after payment:

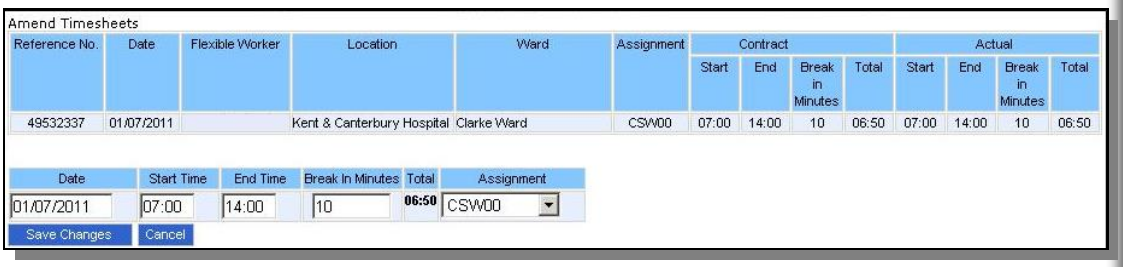
The timesheet has been 'Processed for Payment on….' Which means that this timesheet has been payrolled and will be paid to the worker the following week.. Click the amend link to change the details of the timesheet.

When you click amend a pop up will appear for the reason the timesheet is being changed.

Select the reason as appropriate from the list.

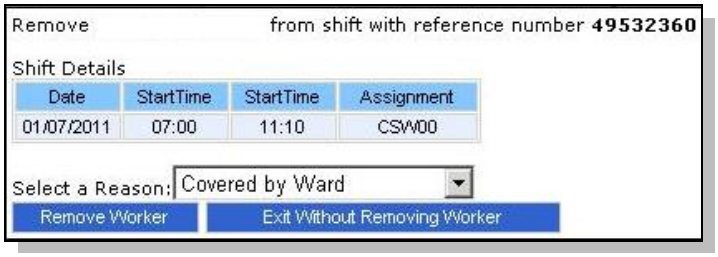


If you choose 'Flexible Worker hours incorrect', 'Amend Date' or 'Wrong Assignment booked' you will see the following popup:



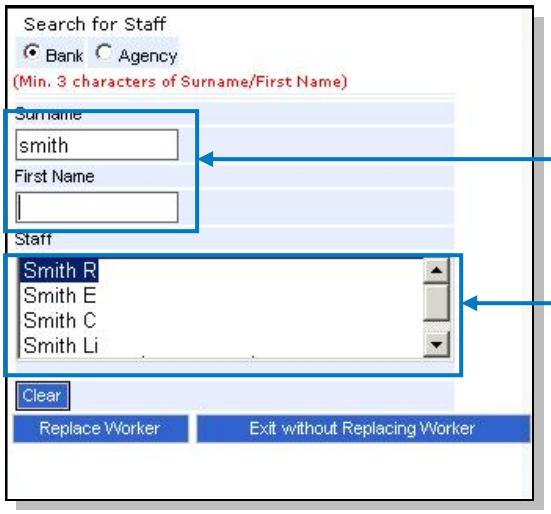
Modify the details so they match the details of what was worked and click the 'Save Changes' button

If you choose the option 'Shift not worked by specified worker…….' A reason pop up will appear and you will need to select the correct option from the list



Once you have selected the correct reason you can click the 'Remove Worker' button.

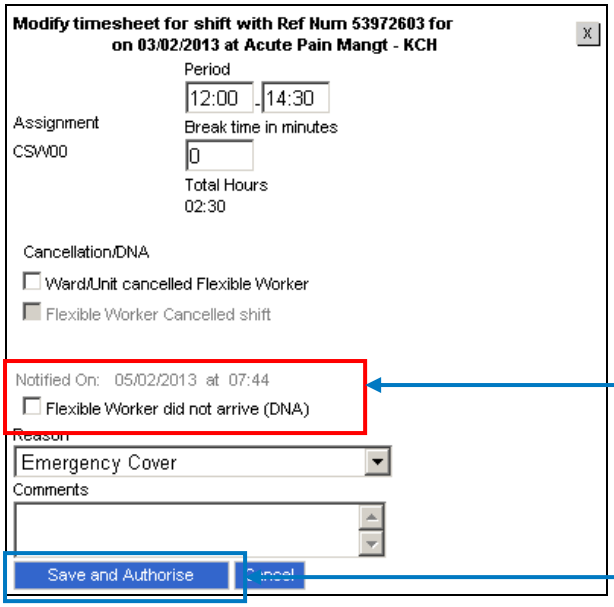
If you choose the option 'Wrong Flexible Worker in Shift….' A reason pop up will appear and you will need to select the correct option from the list



Type in the Flexible Worker's surname and select that person from the list of workers that appears

9.5 Timesheets for workers that Did Not Attend (DNA)

If a worker does not attend a request you can mark this on their timesheet. Modify the appropriate timesheet and click the 'Did not attend' tick box. If you need to cancel a Flexible Worker in any other way you should the 'Cancel' option in Booking Status.

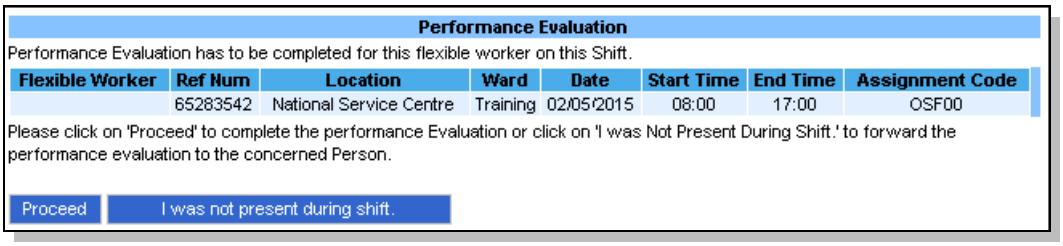


Tick the 'Did not attend' tick box and then click the 'Save and Authorise' or 'Save & Verify' button.

You should only use this option if the Flexible Worker did not inform you that they would not be attending their request. This will allow NHS Professionals to contact the Flexible Worker using the NHS Professionals' HR DNA Process.

1. Performance Evaluation.

You may, from time to time, be prompted by NHSP:*Online* to provide an evaluation of the Flexible Worker whose timesheet you have authorised or have been referred to fill out by a colleague.



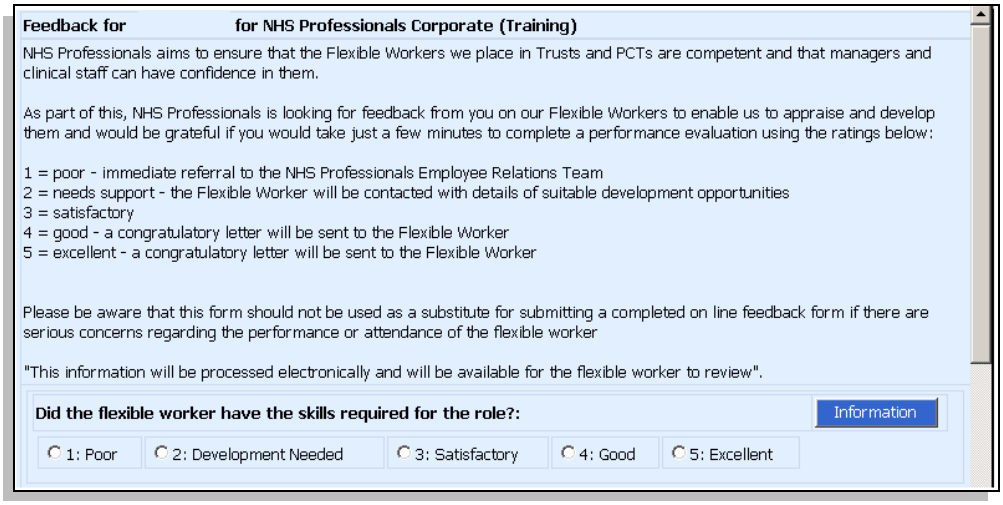
Check the details of the worker that requires a performance evaluation.

If you were present for that FW's shift click 'Proceed'

If you were not present click the 'I was not present during shift'

If you were present click the proceed button

You will be presented with a number of questions and you should scroll down and answer each one


Feedback for for NHS Professionals Corporate (Training)
NHS Professionals aims to ensure that the Flexible Workers we place in Trusts and PCTs are competent and that managers and clinical staff can have confidence in them.
As part of this, NHS Professionals is looking for feedback from you on our Flexible Workers to enable us to appraise and develop them and would be grateful if you would take just a few minutes to complete a performance evaluation using the ratings below:
1 = poor - immediate referral to the NHS Professionals Employee Relations Team
2 = needs support - the Flexible Worker will be contacted with details of suitable development opportunities
3 = satisfactory
4 = good - a congratulatory letter will be sent to the Flexible Worker
5 = excellent - a congratulatory letter will be sent to the Flexible Worker
Please be aware that this form should not be used as a substitute for submitting a completed on line feedback form if there are serious concerns regarding the performance or attendance of the flexible worker
"This information will be processed electronically and will be available for the flexible worker to review".
Did the flexible worker have the skills required for the role?:
Information
1: Poor
2: Development Needed
3: Satisfactory
4: Good
5: Excellent

There are a number of options that may appear for each worker (and these will vary by the staff group of that worker). If you require more information about the question click the 'Information' button.

Some may be present with check boxes or radio buttons

Some will be scored as follows:

1. Poor

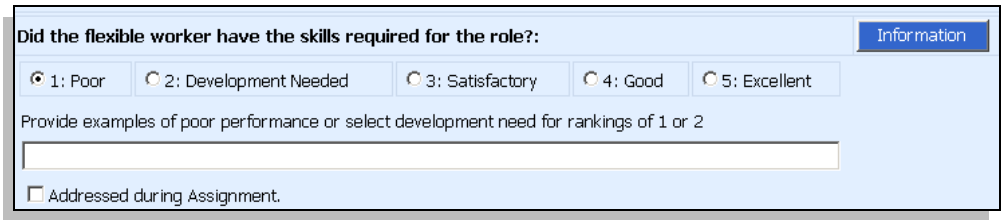
2. Development Needed

3. Satisfactory

4. Good

5. Excellent

If you answer a question as either Poor or Development Needed you will need to provide further information:


Did the flexible worker have the skills required for the role?:
Information
1: Poor
2: Development Needed
3: Satisfactory
4: Good
5: Excellent
Provide examples of poor performance or select development need for rankings of 1 or 2
Addressed during Assignment.

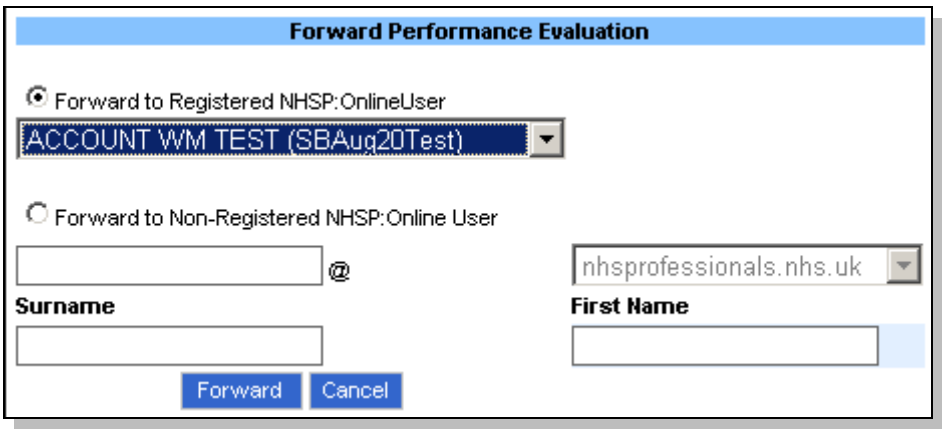
You can also indicate that you addressed this issue during the assignment by ticking the 'Addressed during Assignment' box.

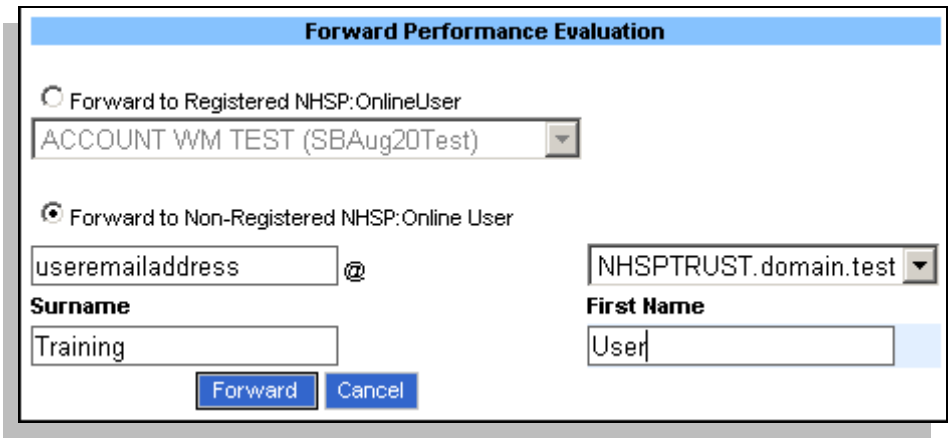
You will also be asked to enter your contact number as you may be contacted regarding the performance review.

Once you have completed the questionnaire click the 'Submit Ratings' button.

10.1 I was not present during shift

If you were not present during this worker's shift you can refer the this performance evaluation to either another NHSP:*Online* user or to an email address:





You can either select a registered NHSP:*Online* user from the drop down list and click the 'Forward' button

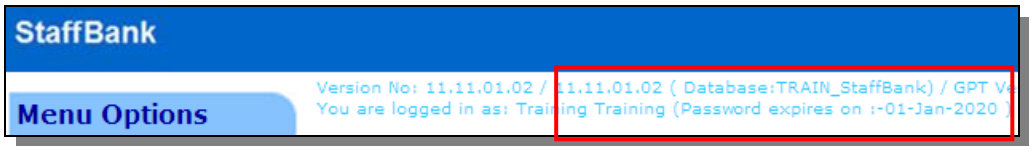
If you cannot identify the user from the registered user list you can select to 'Forward to non-registered….user'

Enter their email address, select the email domain from the list and enter their Surname and First Name.

Click the 'Forward' button

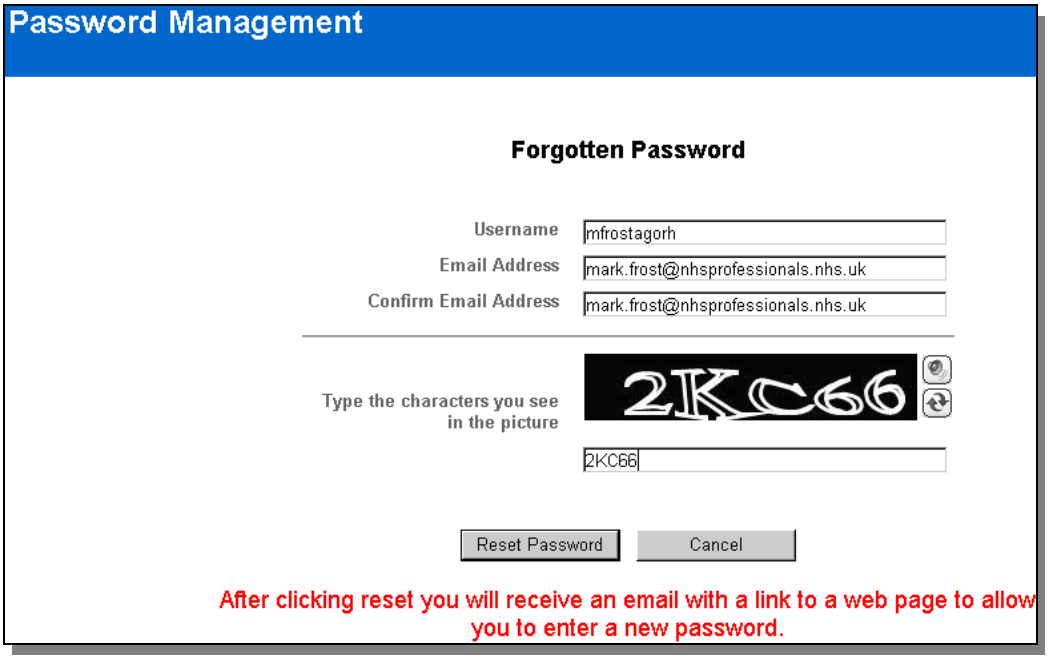
11. Changing or Resetting Your Password:

The top of the page shows details of the logged on user, along with the password valid to date – this will enable you to keep a check but the system will remind you to change your password 14 days before, and for everyday after until it expires. We recommended you change your password as soon as you see these prompts, to avoid any problems.


StaffBank
Menu Options
Version No: 11.11.01.02 / 11.11.01.02 (Database:TRAIN_StaffBank) / GPT V
You are logged in as: Training Training (Password expires on :-01-Jan-2020)

Click on the change password link in the menu and you will be redirected to the forgotten password page.

If you have forgotten your password click on the 'Forgot Password?' link from the main login page. You will be redirected to the Password Management System:



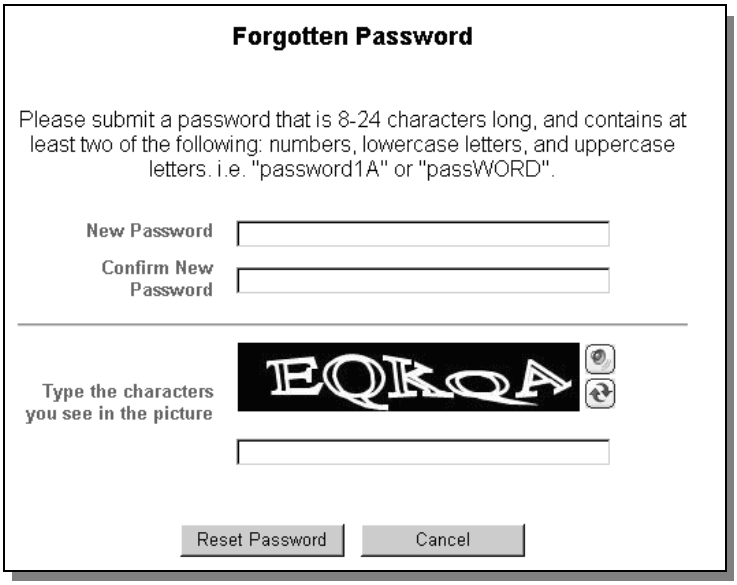
Enter your username and then the email address you registered your username with NHS Professionals with twice – please note you will not be able to copy and paste your email address from one box to the other.

Once you have done this you will be asked to enter the CAPTCHA information. Type in the 5 number and letter combination into the box below the CAPTCHA detail.

Click Reset Password and an email will be automatically sent if your email address is recognised.

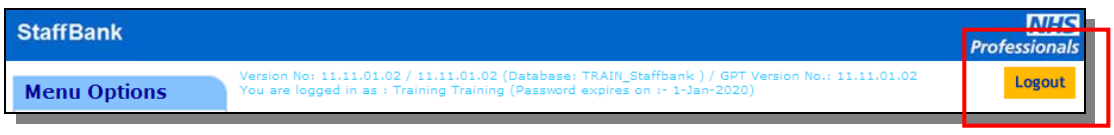
Retrieve your email and click on the link in this email. You will see the following page appear:

Enter your new password details following the rules on screen. Enter the CAPTCHA information you see displayed on screen. Click Reset Password and your password will be reset and you will see a page to confirm you have changed your password. You will now be able to login to the system.


Forgotten Password
Please submit a password that is 8-24 characters long, and contains at least two of the following: numbers, lowercase letters, and uppercase letters. i.e. "password1A" or "passWORD".
New Password
Confirm New Password
Type the characters you see in the picture
EQKQA
Reset Password
Cancel

12. Logging Off

Once you have completed all necessary work please log out of the system, using the “Logout” link


StaffBank
Professionals
Menu Options
Version No: 11.11.01.02 / 11.11.01.02 (Database: TRAIN_Staffbank) / GPT Version No.: 11.11.01.02
You are logged in as : Training Training (Password expires on :- 1-Jan-2020)
Logout

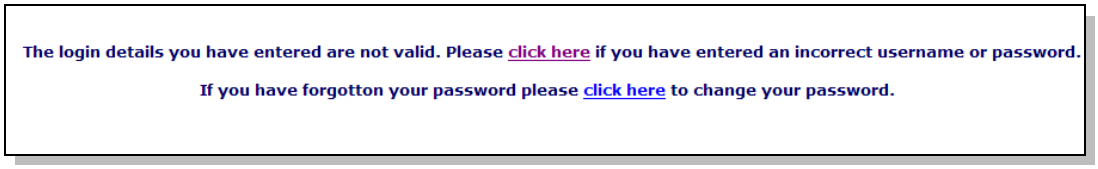
This will log you out of NHSP:*Online* and close the page.

13. Errors and Messages

Whilst using the NHS Professionals website you may see error messages, these can occur at any point throughout the process and range from simple pop up messages to more in depth messages regarding the Flexible Worker that you are trying to book. This section is designed to help you understand these messages and the actions you should take to resolve them.

Login Errors:

Unauthorised login:


The login details you have entered are not valid. Please click here if you have entered an incorrect username or password.
If you have forgotton your password please click here to change your password.

You will receive this message if you have entered in a Login ID and Password combination that do not match the credentials stored in the NHS Professionals database. To resolve this error click on 'Retry Login' and retype your credentials. This system is case sensitive so ensure that your caps lock is off when you retype your credentials.

Password Expired:

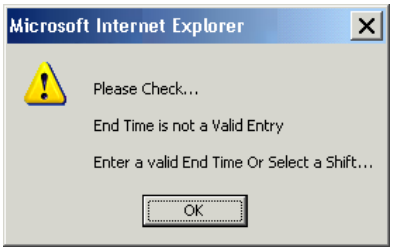
If your password has expired you will be redirected to reset your password.

Request Entry Errors:

There are a number of errors that can occur when entering a request request these are broken down into the relevant sections below.

Invalid Date/Time entries:

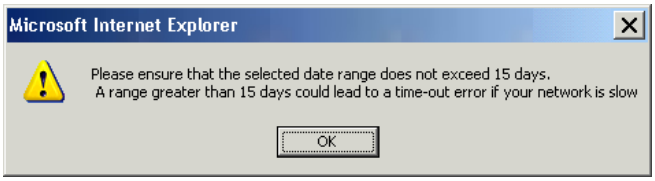
If you enter a date or a time in an invalid format you will receive one of the following errors



To resolve this error, enter the date or time in a valid format – Note that the system will not recognise times entered with a full stop. Instead enter 4 digits in the 24 hour format i.e. for 14.00 enter 14:00

Date Range Warnings:

If you try to display information from reports for a period over fifteen days you will see the following warning


Microsoft Internet Explorer
Please ensure that the selected date range does not exceed 15 days.
A range greater than 15 days could lead to a time-out error if your network is slow
OK

Click OK and re enter the date range to ensure it is less than fifteen days.

14.0 Appendix

This section is provided to supply you with additional information, that whilst not directly relating to the functionality of the NHS Professionals web booking system is useful information that will ensure your understanding of some of the related information used in the system.

14.1 Assignment Types and Areas of Work

When you select Assignment type you will be specifying the band of Flexible Worker that you require and to some degree a certain amount of skill set.

Some Staff Groups have large sets of Assignment types to choose from but will only have one Area Of Work to select (and this will always be 00). Other staff groups will have a smaller number of Assignment Types but will have a large number of Areas Of Work to allow you to select a skill set within an Assignment Type

Please note, that this appendix is not an exhaustive list and is provided more as an example. Your trust will have authorised a list of assignments that can be used at your organisation and you should refer to that list.

14.2 Nursing & Midwifery:

The Nursing & Midwifery group will be discussed here as a separate entity to the other Staff Groups due to its larger number of Areas of Work.

Assignment Code	Description	Band
CSW	Care Support Worker	2
CSWH	Care Support Worker Higher	3
ASP	Associate Practitioners	4
DN	Dental Nurse	4
NN	Nursery Nurse	4
DNTL	Dental Nurse Team Leader	5
RN	Registered Nurse	5
CPN	Community Psychiatric Nurse	6
DIN	District Nurse	6
HV	Health Visitor	6
NP	Nurse Practitioner	6
NTL	Nurse Team Leader	6
RM	Registered Midwife	6
MTM	Midwifery Team Manager	7
NTM	Nurse Team Manager	7
NC	Nurse Consultant	8
NMM	Nurse Modern Matron	8

Area of Work

Once you have selected the band of flexible worker you require you will then need to specify the 'Area of Work'. This will inform NHS Professionals of any special skills or experience that the Flexible Worker will require in order to be able correctly work on that request.

Field of Practice	Area of Work Code	Description
Midwifery	66	Maternity
	102	Community
Specialist Community Public Health Nursing	100	Child Health (Community)
	102	General
	111	Schools
	131	Prisons
Child Acute	60	Child Hospital
	61	PICU
	62	NICU
	63	Paediatric A&E
	64	Paediatric ITU Transport
Acute	00	General Acute
	04	A&E
	05	Coronary Care
	07	HDU
	08	ICU
	16	Endoscopy
	24	Oncology
	36	Infection Control
	40	Theatre Anaesthetics
	43	Day Surgery
	48	Neurosurgery
	49	Ophthalmology
	52	Theatre Recovery
	55	Theatre Scrub
	59	Theatre General
	93	Occupational Health
	94	Outpatients
	95	Sexual Health
Mental Health and Learning Disabilities	03	General
	70	Acute Adult
	73	Child and Adolescent
	74	Substance Abuse/Addictions
	76	Forensic/Intensive Care
	77	Learning Disabilities
	79	Older Persons
	120	Community Mental Health

14.3 Doctors' Assignments

Doctors' assignments follow the same principle as Nursing & Midwifery codes. They are created from an Assignment Type and Area of Work

Assignment Types

Assignment	
Assignment Description	**Assignment Code**

Staff Group: Doctors	
Consultant	CON
Associate Specialist	AST
Staff Grade	SGR
Speciality Doctor	SPD
ST1 (Senior House Officer)	STA
ST2 (Senior House Officer)	STB
ST3 (Specialist Registrar)	STC
ST4 (Specialist Registrar)	STD
ST5 (Specialist Registrar)	STE
ST6 (Specialist Registrar)	STF
ST7 (Specialist Registrar)	STG
Foundation Year 1	FYA
Foundation Year 2	FYB
Clinical Attachment	CLA

Staff Group: Doctors Spot (Bank and Spot Drs)	
Consultant	BCON
Associate Specialist	BAST
Staff Grade	BSGR
Specialty Doctor	BSPD
ST1 (Senior House Officer)	BSTA
ST2 (Senior House Officer)	BSTB
ST3 (Specialist Registrar)	BSTC
ST4 (Specialist Registrar)	BSTD
ST5 (Specialist Registrar)	BSTE
ST6 (Specialist Registrar)	BSTF
ST7 (Specialist Registrar)	BSTG
Foundation Year 1	BFYA
Foundation Year 2	BFYB
Clinical Attachment	BCLA

Areas of Work:

Area of Work		
Field of Practice	**Area of Work Description**	**Area of Work Code**
A&E	General Accident & Emergency	04
	Resuscitation	21
	Peadiatric A&E	63
General Acute and Internal Medicine	General Acute Care	00
	Coronary Care	05
	Hepatology	06
	High Dependency Unit	07
	Intensive Care	08
	Allergy	09
	Genetics	10
	Immunology	11
	Infectious Diseases	12
	Cardiology	13
	Pain Management	14
	Palliative Care Medicine	15
	Endoscopy	16
	Geriatric Medicine & Elderly Care	17
	Sleep Medicine	18
	Genito-Urinary Medicine	19
	Sports and Exercise Medicine	20
	Neurology	23
	Oncology	24
	Renal Medicine	29
	Infection Control	36
	Occupational Medicine and Health	93
	Outpatients	94
	Research	97
	General Internal Medicine	500
	Endocrinology & Diabetes Medicine	503
	Gastroenterology	505
	Haematology	509
	Rehabilitation Medicine	510
	Respiratory Medicine	512
	Rheumatology	513
	Dermatology	516
	Acute Medicine	519
	Stroke Unit	536

All other staff groups will follow now without the Assignment Types and Areas of work being split – this is due to the limited use of the 'Area of Work' field.

14.4 Administration Services:

Field of Practice	Assignment Code	Description	AFC Band
Business and Projects	BAC00	Business Administration and Projects	3
	BAD00	Business Administration and Projects	4
	BAE00	Business Administration and Projects	5
Finance	PCC00	Payroll Clerk	3
	CASC00	Cashier	3
	APC00	Accounts Payable Administrator	3
	ARC00	Accounts Receivable Administrator	3
	APTD00	Accounts Payable Team Leader	4
	ARTD00	Accounts Receivable Team Leader	4
Human Resources	HRC00	Human Resources Administrator	3
	RAC00	Recruitment Assistant	3
	HRD00	Human Resources Administrator	4
	LDD00	Learning and Development Advisor	4
	MSD00	Medical Staffing Officer	4
	HRE00	Human Resources Advisor	5
	LDE00	Learning and Development Advisor	5
	MSE00	Medical Staffing Officer	5
Information Systems	ISC00	Information Systems Officer	3
	ISD00	Information Systems Officer	4
	ISE00	Information Systems Officer	5
Information Technology	ITC00	Information Technology Officer	3
	ITD00	Information Technology Officer	4
	ITE00	Information Technology Officer	5
Office Services	OSA00	Office Services	1
	OSB00	Office Services	2
	OSC00	Office Services	3
	OSD00	Office Services	4
	OSE00	Office Services	5
	PAD00	Personal Assistant	4
	MSEC00	Medical Secretary	3
	MSED00	Medical Secretary	4
Public Relations	PRC00	Public Relations Officer	3
	PRD00	Public Relations Officer	4
	PRE00	Public Relations Officer	5
	PALC00	Patient Advice and Liaison	3
	PALD00	Patient Advice and Liaison	4
	PALE00	Patient Advice and Liaison	5
Patient Services	PSA00	Patient Services	1
	PSB00	Patient Services	2
	PSC00	Patient Services	3
	PSD00	Patient Services	4
	PSE00	Patient Services	5
	SWEL00	Social Worker Entry Level	5
	SWRP	Social Worker	6
	SWRG00	Social Worker	7
	CCOC00	Clinical Coding Officer	3
	CCOD00	Clinical Coding Officer	4

	CCE00	Clinical Coding Team Leader	5
	CHAE00	Chaplain	5
	CHAF00	Chaplain	6

14.5 Allied Health Professionals

Field of Practice	Assignment Code	Description	AFC Band
Chiropodist and Podiatrist	POSW00	Clinical Support Worker (Podiatry)	2
	POSH00	Clinical Support Worker Higher Level (Podiatry)	3
	POT00	Podiatry Technician	4
	PORP00	Podiatrist	5
	POSP00	Podiatrist Specialist	6
	POTM00	Podiatry Team Manager	7
	POAP00	Podiatrist Advanced	7
	POC00	Podiatric Consultant (Surgery)	8
Dietician	DISW00	CSW Higher level (Dietician)	3
	DIRP00	Dietician	5
	DISP00	Dietician Specialist	6
	DITM00	Dietetic Team manager	7
	DIAP00	Dietician Advanced Practitioner	7
Occupational Therapist	OTSW00	CSW (Occupational Therapy)	2
	OTSH00	CSW Higher level (Occupational Therapy)	3
	OTT00	Occupational Therapy Technician	4
	OTTI00	Occupational Therapy Technical Instructor Higher level	5
	OTRP00	Occupational Therapist	5
	OTSP00	Occupational Therapist Specialist	6
	OTTM00	Occupational Therapist Team Manager	7
	OTAP00	Occupational Therapist Advanced	7
	OTAC00	Occupational Therapist Advanced - Community	7
	OTC00	Occupational Therapist Consultant	8
Operating Theatre Practitioner	TP40	Theatre Practitioner Anaesthetic	5
	TP43	Theatre Practitioner Day Surgery	5
	TP52	Theatre Practitioner Recovery	5
	TP55	Theatre Practitioner Scrub	5
	TP59	Theatre Practitioner General	5
	TPEL59	Theatre Practitioner Entry Level General	4
	TPHL40	Theatre Practitioner Higher Level Anaesthetic	6
	TPHL43	Theatre Practitioner Higher Level Day Surgery	6
	TPHL52	Theatre Practitioner Higher Level Recovery	6

	TPHL55	Theatre Practitioner Higher Level Scrub	6
	TPHL59	Theatre Practitioner Higher Level General	6
	TPTM40	Theatre Practitioner Team Manager Anaesthetic	7
	TPTM43	Theatre Practitioner Team Manager Day Surgery	7
	TPTM52	Theatre Practitioner Team Manager Recovery	7
	TPTM55	Theatre Practitioner Team Manager Scrub	7
	TPTM59	Theatre Practitioner Team Manager General	7
Paramedic	AMT00	Ambulance Practitioner	4
	AMRP00	Ambulance Practitioner (Specialist)	5
	AMSP00	Ambulance Practitioner (Advanced)	6
	AMTL00	Ambulance Station Officer (Team Leader)	6
	AMG00	Ambulance Practitioner (Band 7)	7
	AMG21	Ambulance Practitioner (Band 7) - Resuscitation Officer	7
Physiotherapy	PYSW00	Clinical Support Worker (Physiotherapy)	2
	PYSH00	Clinical Support Worker Higher Level (physiotherapy)	3
	THT00	Therapy, Assistant Practitioner	4
	PYRP00	Physiotherapist	5
	PYSP00	Physiotherapist Specialist	6
	PYSE00	Physiotherapist Specialist (Experienced Rotational)	6
	PYSR00	Specialist Physiotherapist (Respiratory Problems)	7
	PYSC00	Specialist Physiotherapist (Community)	7
	PYTM00	Physiotherapy Team Manager	7
	PYAP00	Physiotherapist Advanced	7
	PYC00	Physiotherapist Consultant	8
Radiographer	RDA00	Radiographer Assistant	2
	RDST00	Assistant Practitioner (Radiography)	4
	RDRP00	Radiographer (Diagnostic)	5
	RTRP00	Radiography (Therapeutic)	5
	RDSP00	Radiographer Specialist (Diagnostic Therapeutic)	6
	RDCT00	Radiographer Coordinator	6
	RDSO00	Radiographer Specialist (Reporting Sonographer)	7
	RDTM00	Radiographer Team Manager	7
	RDAP00	Radiographer Advanced	7
	RDC00	Radiographer Consultant	8
Speech and Language	SLSH00	Speech and Language Therapy Assistant/Associate Practitioner	4

Therapists	SLRP00	Speech and Language Therapist	5
	SLSP00	Specialist Speech and Language Therapist	6
	SLAP00	Speech and Language Therapist Advanced	7
	SLC00	Consultant Speech and Language Therapist	8
Psychology	CPSH00	Clinical Psychology Assistant Practitioner	4
	CPRP00	Clinical Psychology Assistant Practitioner Higher Level	5
	CPP00	Counsellor Entry Level	5
	CPSP00	Counsellor	6
	CPA00	Clinical Psychologist	7
	CPAP00	Counsellor Advanced Specialist	7
	CPC00	Clinical Psychologist Consultant	8

14.6 Support Services:

Field of Practice	Assignment Code	Description	AFC Band
Hotel Services	PORT00	Porter	1
	DM00	Domestic	1
	DMH00	Domestic Higher	2
	DMS00	Domestic Supervisor	3
Maintenance and Estates	ESW00	Estate Worker	1
	ESWH00	Estate Worker Higher	2
	EMW00	Estate Maintenance Worker	3
	EMOH00	Building Officer	6
	EPE00	Project Engineer	7
Sterile Services	SSW00	Sterile Support Worker	1
	SSWH00	Sterile Support Worker Higher	2
	SSS00	Sterile Support Worker Supervisor	3
Housekeeping	HKA00	Housekeeping Assistant	1
	HKB00	Housekeeper	2
	HKC00	Housekeeping Supervisor	3
Mortuary	MTD00	Mortuary Technician	4
	MTE00	Mortuary Technician	5

14.7 Health Science Services:

Field of Practice	Assignment Code	Description	AFC Band
Health Care Science	BMPH00	Phlebotomist	2
	CT515	Cardiology Technician	7
Biomedical Sciences	BMRP00	Biomedical Scientist	5
	BMTL00	Biomedical Team Leader	6
	BMSP00	Biomedical Scientist Specialist	6
	BMTM00	Biomedical Scientist Team Manager	7
	BMAP00	Biomedical Scientist Advanced	7
Clinical Sciences	BMSW00	Clinical Support Worker (healthcare Science)	2
	BMSH00	Clinical Support Worker, Higher Level, (healthcare Science)	3
	CSAP00	Registered Clinical Scientist	7
	CSC00	Principal Clinical Scientist	8
Cytology	CYSH00	Cytology Screener Entry Level	3
	CYT00	Cytology Screener	4
Medical Technology	MTT00	Medical Engineering Technician, Entry Level	4
	MTP00	Medical Engineering Technician	5
	MTSP00	Medical Engineering Technician Specialist	6
	MTAP00	Medical Engineering Team Manager	7
	CSRP00	Medical Physics Technician	5
	CSSP00	Specialist Medical Physics Technician	6
Optometry	OPT00	Optometrist Entry Level	4
	OPSP00	Optometrist	6
	OPAP00	Optometrist Specialist	7
Pharmacy	PASW00	Pharmacy Support Worker	2
	PASH00	Pharmacy Support Worker, Higher Level	3
	PAT00	Pharmacy Technician	4
	PARP00	Pharmacist Entry Level	5
	PATH00	Pharmacy Technician Higher Level	5
	PATA00	Pharmacy Technician Advanced	6
	PASP00	Pharmacist	6
	PATM00	Pharmacy Technician Team Manager	7
	PAAP00	Pharmacist Specialist	7
	PAC00	Consultant Pharmacist	8
Audiology	AUDD00	Audiologist	4
	AUDE00	Audiologist	5
	AUDF00	Audiologist	6
	AUDG00	Audiologist	7

14.8 Personal Social Services:

Field of Practice	Assignment Code	Description	AFC Band
Social Work	SWEL00	Social Worker Entry Level	5
	SWRP00	Social Worker	6
	SWRG00	Social Worker Band 7	7